BOYLSTON PUBLIC LIBRARY

BOYLSTON, MASSACHUSETTS 01505

BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
JUNE 4, 1997

Present: Helen Madore, Charlie Hamilton, Joyce Greenfield, Peter MacLeod, Librarian Deborah Perry. Absent: Joan Banks, Rita Fuller.

The meeting was called to order by Joyce Greenfield at 721 PM.

A motion was made by Charlie Hamilton and seconded by Joyce Greenfield to accept the May minutes and it was agreed to go back to meeting the 2d Wed. of each month in Sept.

Rita Fuller's letter of resignation was read and accepted. Rita said the reason for her resignation was her recent move to Florida. There was discussion of a replacement for Rita. It was agreed to to send a note to Rita with all of us signing it , thanking her for her hard work over the past several years.

Joyce mentioned the latest issue of "Cracker Crumbs" and its article on "Sexually explicit"material on the Internet and whether children should be controlled in a library which has access to the Internet on its computers. Joyce reminded the board members its a problem that may soon have to be addressed by the board.

The Board voted unanimously to increase the Children's Library portion of the annual budget for books and periodicals and audiovisuals from 24% to 27% or a total of $5000.00 up from $ 4,762.00. Deborah had presented research showing other libraries children percentages ranged from 18% to as high as 33%. Deborah also presented statistics showing the usage of the Children's Library had showed a significant increase since July of 1994. Peter Macleod made the motion to increase the children's allotment , it was seconded by Helen Madore.

The Board instructed Deborah to contact a carpenter concerning a wall-board that was pulling away from the wall in the Children's Room. Deborah also said she would contact the Tahanto High School Art Dept. about a new wall mural for the Children's Room.

Deborah reported that a woman in town had donated $200.00 to be used for the Children's Room. Charlie suggested a "wish list" for the Children's Room and the possibility of a sperate fund account for the Children's Room was discussed.

Deborah explained the NYNEX "measured local/regional calls" system. The more you spend the bigger percentage discount you get. If you don't qualify you just pay the regular rate. She thought this would be a good idea for the library.

It was agreed to close the library on July 5th.

Deborah reported on the continued decline in Adult circulation at the

library and asked what could be done to make the place livelier. Some of the suggestions from the Board included increased use of the local cable access channel for special programs, more book displays, taking a survey of town residents, Deborah said she would go to the service groups in town with a survey asking what they like and don't like about the library. And she said she would introduce herself to the elementary and high school librarians. She said she would also ask regional library officials for their input.

Deborah said she would investigate the issue of ending fines for overdue books at the Boylston Public Library. She said she will survey other libraries that have adopted such a policy to see how it is working. Deborah also said she was having her first staff meeting on Thursday June 5th.

The Board agreed to use money from the Training Expenses account to reimburse Children's Librarian Barbara Despres for a course she took at Framingham State College. Barbara got an A minus and will be reimbursed for 50 % of the cost of the course. The board also voted to reimburse 50% of the cost of a course taken by Deborah. the motion was made by Helen Madore and seconded by Joyce Greenfield. That money will come out of the new 1997-98 budget.

Deborah said she is looking for a library Page and will contact Tahanto to see if any student is interested. Meanwhile former Page Matt Cogswell will take over some of the duties.

Joyce said she will again try and contact former Board Chair Dan Shanahan concerning a $283.00 bill from the Telegram and Gazette for an advertisement for a new Librarian. The problem was that the ad was placed in the wrong section of the paper.

Joyce also said she would send out material on the Open Meeting Law to board members.

The Board voted unanimously to ask the Friends of the Library for money to purchase a CD player to provide background music in the Library. The motion was made by Helen Madore and seconded by Joyce Greenfield.

On a motion made by Helen and seconded by Charlie, the Board voted to adjourn the meeting at 855 PM. The next regular meeting of the Board will be at 715 PM , Sept. 10th. There may be a special meeting before then which will take place with the Board of Selectmen for the purpose of appointing a new Board member to replace Rita Fuller.

Respectfully Submitted,

Peter MacLeod

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BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
MAY 7, 1997

Present: Helen Madore, Peter MacLeod, Rita Fuller, Charlie Hamilton, Joyce Greenfield, Debby Perry
Absent: Joan Banks

The meeting was opened at 7:25.

A motion was made by Peter MacLeod and seconded by Joyce Greenfield to hold the election for officers for May 1997 through June 1998 in May, rather than in June. It was felt that the officers needed to be in place before the annual Town Meeting.

Helen Madore entertained nominations for chairman. Helen Madore was nominated by Rita Fuller. Joyce Greenfield was nominated by Helen Madore. Both motions were seconded. A ballot vote was held, and Joyce Greenfield was elected chair.

Peter MacLeod nominated Helen Madore for vice-chairman, with Charlie Hamilton seconding the motion. All approved.

Charlie Hamilton nominated Rita Fuller for secretary, with Peter MacLeod seconding the motion. All aproved.

Joyce Greenfield nominated Joan Banks for Treasurer, who had indicated her interest in the position prior to the meeting. Rita Fuller seconded the motion. All approved.

The officers of the Boylston Public Library Board of Trustees for May 1997-May 1998 are therefore as follows:

Chair	Joyce Greenfield
Vice-Chair	Helen Madore
Secretary	Rita Fuller
Treasurer	Joan Banks

A great deal of discussion took place regarding the meeting night for the Board. Due to Joan Banks' election to the Boylston School Committee, Joan can no longer meet on the first Wednesday of the month. Joyce Greenfield moved that the meeting date be set as the second Wednesday effective in June, 1997, and Charlie Hamilton seconded the motion. All approved. (see note at the end of the minutes)

Treasurer's Report

Although she was unable to attend, Joan Banks provided the Board with the Treasurer's Report. The final total for the retirement party held for Carol Swiss was $509.32. A status of the checking account was also given. Charlie Hamilton moved that the report be accepted as written; Peter MacLeod seconded the motion, and all approved.

Old Business

Telegram & Gazette invoice: Joyce will talk to Dan Shanahan regarding the status of the outstanding invoice for advertisement of the Library Director position. (Note: as of 5/12, this item is still open. Dan will speak to the T&G this week.)

Personnel Issue: Joan provided a status, via Paula Peterson, of the employee classification and salary increase issue. Paula stated that those employees whose length of service has made them hit the top of their salary range must have their classification changed via the Personnel Board. This year's Town Warrant and Budget provide for salary range increases, which resolve this issue for this year.

Library Director's Report

- An application was received for the Director's position. Joyce will write a letter to the applicant and inform him that the position is filled.
- A bill for the Trustee's share of the computer purchased for the Children's Room has been received in the amount of $913.50.
- The warrant for the Town Meeting was reviewed.
- The Friends of the Library have offered to purchase a modem for the Children's Room computer. Because the Library has not yet addressed the need for an Internet Access policy, the Trustees declined the offer. Debby will speak with Barbara Despres, Children's Librarian, about other possible needs.
- Barbara Despres joined the meeting to ask if the Trustees would consider adding to her proposed budget of $4400 for books, audio and video materials, etc. Barbara will be adding to her CD-ROM collection, and is already working on cost-saving measures, such as purchasing some books in paperback. Deb and Barbara will work together to come up with a budget figure. It was noted that the budget does not differentiate between purchases for the adult or children's collections.
- Caryl Baird spoke to Debby regarding an offer she had received from a Friends member offering to host a shooting gallery booth on Memorial Day as a fundraiser for the Library. After much discussion, the Trustees determined that the liability was too significant to allow this type of activity on Library grounds. Charlie moved to decline the offer, Helen seconded the motion. All approved.

Minutes

Helen Madore moved to accept the minutes of the April, 1997 meeting as presented. Joyce Greenfield seconded the motion, all approved.

Garden Club/Ramp Project

Rita Fuller reported that the Garden Club will be moving ahead in their plans to refine the area between the handicapped access ramp and the building.

Goals

Joyce Greenfield will finish typing the goals by July 1. They will then be sent to each Trustee, and will be on file at the Library (both in print and on disk).

Adjournment

Rita Fuller moved to close the meeting at approximately 8:30. The motion was seconded by Peter MacLeod.

Respectfully Submitted,
Joyce Greenfield

NOTE:

The Trustees' June meeting will be held on Wednesday, June 4 at 7:15 due to a schedule conflict. The Library Director must attend a Library Foundation mtg. on June 11. -JG.

BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
April 2, 1997

Present: Joan Banks, Rita Fuller, Peter MacLeod, Helen Madore, Deborah Perry, Library Director, and Paula Peterson, Assistant Library Director.

Absent: Joyce Greenfield and Dan Shanahan

The meeting was called to order at 7:40 pm by Helen Madore. Upon a motion by Joan Banks, seconded by Peter MacLeod and approved by all, the minutes of the meeting of March 5, 1997 were accepted.

Correspondence
No new correspondence was presented for discussion or response.

Treasurer's Report
Joan Banks gave a brief report on the financial status. She received notification that Fleet and another bank are merging. She will study the information received and report at the next meeting. She will also have a breakdown of expenses for Carol Swiss' retirement party at that time. Peter moved to accept the Treasurer's report, Helen seconded and all approved.

Old Business
- The Telegram and Gazette invoice remains unpaid due to what we believe to be their error in the type of ad placed for the Library Director's position. Dan said he hopes to have the controversy cleared up and the bill paid by the next meeting.
- Paula has completed providing the necessary officials with information about our new Director.
- Chairman of the Personnel Board, Ted Pease, told Paula that the request for increases in maximum salaries in our budget will not be reviewed by the Board. The reason stated is that we are the only town department where their are individuals who have been in the same position long enough to have reached the top grade level. Members felt that this was not an acceptable reason, and Joan will look into the matter.
- Wagner Brothers completed the necessary repairs to the water and heating system today. They were able to do the work without shutting down the entire system. All expressed satisfaction that the work was done in such a timely manner. We will not know the cost until Wagner submits a bill.

Library Director's Report
- Paula and Debby submitted this report jointly. As planned, Debby is learning the duties of the Assistant Librarian first, and doing very well.

Continued...

- Paula reported that there should be approximately $3,000 extra in this year's budget due to the fact there was no Library Director on board from February 1 until March 24.
- Debby thanked the Board for choosing her and was enthusiastically told that she is very welcome. In light of the fact that during her interview the Board members said they hoped the library would be going on the Internet soon, she distributed brochures of the Annual Conference of the Massachusetts Library Association, of which she is a member. This year's conference, scheduled for April 27 through 28, focuses on Internet Policy for Libraries and is open to trustees. It will be held at the Sturbridge Host Hotel in Sturbridge. On Monday evening, April 28, a candlelight tour of Old Sturbridge Village is offered, with dinner at the Bullard Tavern.

Open Discussion

- Due to the unusual amount of snow from the blizzard, neither the walkway from the parking lot nor the handicap ramp were cleared today. Because of this, one handicapped individual encountered difficulty getting into the library. Trustees expressed concern, because this creates a potential for a legal action against the library under the ADA Laws.
- The trustees will host an open house for Debby on Saturday, April 26 from 10:00 am to 12:00 noon. Paula will have a notice put on the local TV channel, and all Board members will contribute coffee, punch and goodies.

Joan moved and Peter seconded a motion for adjournment. All approved, and the meeting ended at 8:15 pm.

Respectfully submitted,

Rita Fuller

Rita Fuller
Secretary Pro Tem

Note: The walk and handicap ramp were cleared before 9:00 am on Thursday, April 3, 1997.

BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
March 5, 1997

Present: J. Banks, R. Fuller, P. MacLeod, H. Madore, D. Shanahan, Paula Peterson, Assistant Library Director
Absent: J. Greenfield

The meeting was called to order at 7:24 pm by Dan Shanahan. Upon a motion by Joan Banks, seconded by Rita Fuller and approved by all, the minutes of the meeting of February 5, 1997 were accepted.

Correspondence
No new correspondence was presented for discussion or response.

Treasurer's Report
Joan Banks gave a brief report on the financial status.

Old Business
- Dan Shanahan reported that the Finance Committee must consult with the Personnel Committee regarding pay scales and that there is no news yet from the Finance Committee regarding the budget. He will report further at the next meeting.
- Dan also reported that Deborah Perry has accepted the position of Library Director at a salary of $25,000 per year and will start on March 24, 1997.
- Dan asked Paula the status on the unused old computer stored downstairs. She replied that she has not had time to do anything about it.
- Dan asked Rita whether the Garden Club is still all set to refurbish the grassy strip behind the handicapped ramp. She replied that they plan to do it as part of the spring planting.
- Although water has stopped seeping up through the floor in the childrens' room, the town still plans to remove debris from the cement drainage trough in the spring to prevent reoccurrence.

Assistant Library Director's Report
- Kristen Walden has quit her position as Page for personal reasons. Priscilla O'Connor will take her place.
- There is a leak in the heating pipe in the men's room, a pinhole leak in a water pipe in the back room, and a broken gauge on the furnace. Wagner has been called and made temporary repairs. They state that the heating system must be drained in order to make permanent repairs, and suggest this process be delayed until the weather is warmer. Hopefully the temporary repairs will last until then.
- Notice has been received of State Aid to libraries for FY1997; $3,158.91 total - LIG $1,777.50, MEG $1,138.70, NRC $242.71. The town has not yet notified us of receipt of these funds.
- The State has announced that Boylston will remain in the Central Region during the process of dividing the existing three regions into six.

- CMRLS' plans to offer a moderate reference database package to member libraries through C/WMARS have not been realized. Reference databases will not be available through CWMARS until FY1998.
- At a recent meeting approval came through from CRAC Planning and Budget and the CRAC Executive Committee to offer CMRLS libraries a choice of either Everybody's Catalog (E-Cat) or Fortres PC Security, in lieu of being able to offer FY1997 reference database(s). The price of E-Cat is $200. The price of the Fortres package is $335.75 for a site license, or $67.00 per individual workstation for four or fewer workstations. Libraries would be eligible for both E-Cat and Fortres coverage for up to two workstations under this plan. An order was placed for a free copy of E-CAT and two individual workstation Fortres packages.

New Business

- Dan asked Paula about training for Deborah Perry. She said she will explain the budget, etc. to her. During the transition process she will teach Deborah the Assistant Director's job, especially working the counter. Carol has offered to come in to assist as needed when she returns from Florida on March 30.
- Dan asked Paula whether there are any spring deadlines or questionnaires for the Board. There are none at this time.
- Paula reported that we need to look for candidates to fill an open position on the Board as Dan Shanahan has decided not to run for another term.

Open Discussion

- An open house with coffee, punch and doughnuts will be planned for a Saturday morning in mid April to welcome and introduce Deborah to the townspeople. Dan will prepare a press release for the Telegram & Gazette and the Banner. Paula said the Banner may send a reporter upon receipt of the release. The newsletter is still with the computer person and Paula has included a notice about Deborah Perry's hire in the text.
- Paula suggested that next year's budget include some increase in salary requests in order to build a cushion for the future and to cover vacations. At this time the budget will cover only each employee's salary for fifty-two weeks per year. Our salaries are low compared to other libraries of equal size, some of which pay their directors up to $35,000.

Dan Shanahan seconded a motion for adjournment made by Joan Banks. All approved, and the meeting ended at 8:12 pm.

NEXT MEETING: WEDNESDAY, APRIL 2, 1997 AT 7:15 PM.

Respectfully submitted,

Rita Fuller

Rita Fuller
Secretary Pro Tem

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES
JANUARY 8, 1997

Present: Dan Shanahan, Rita Fuller, Joyce Greenfield, Joan Banks, Peter MacLeod, Helen Madore, Carol Swiss

The meeting was called to order at 7:45 p.m. by Dan Shanahan.

Correspondence: A thank you note was received from Helen Madore.

Minutes: The minutes from the December 4, 1996 meeting were approved by all after a motion from Joan Banks that was seconded by Rita Fuller.

Treasurer's Report: Joan Banks presented a brief summary of the financial status.

Librarian's Report: Carol Swiss reported on the following:

- The Trust Fund report has not yet been received; it will not be prepared until after December 30, 1996.
- CWMARS is changing the data line fee distribution, and participating libraries will be sharing more of the data line costs. Carol suggested that in the future the Trustees should look into the Town of Boylston picking up this expense.
- Recommendations for capital expenditures need to be made to the Finance Committee.
- Circulation is good for the CD ROM collection.
- The computer for the Children's Room has arrived and is up and running. It is a popular addition to the Children's Room.
- The page's desk has been returned to the library after having been refinished by Bruce Palmer. Joyce will send him a thank you note from the Board.
- There are two upcoming town meetings: February 3, 1997 and May 2, 1997. There are no library issues at the February meeting.
- An on-line catalog reference source called "Everybody's Catalog" is available. Carol suggested that this is probably a good idea for our library, and that the new director can look into it.
- The budget hearing for the library is scheduled for Tuesday, February 18 at 7:45 p.m.

Old Business:

Peter presented the status of the Golf Tournament scheduled for June 30th to benefit the Library Foundation. He also reported that as of this meeting approximately $6000 had been received from the annual appeal.

New Business:

Capital expenditures for upcoming budget cycles were discussed. Carol suggested that we plan to replace the June 1995 computer in the 1999 budget (effective July, 1998), and to

replace the July, 1996 computer by 2000 (July, 1999 budget). Hopefully we will be able to obtain at least some of this equipment through bulk purchases with CWMARS.

A new printer is needed for the present computer system. $600 will be requested in the present budget cycle for that purchase. We also need to acquire some computer furniture for the existing systems.

The possibility of significant roof repairs needs to be brought up to the Finance Committee.

Rita will speak to her husband, Clayton, as well as the Garden Club, to try to come up with some ideas for the strip between the ramp and the library.

A letter will be sent to Representative Harold Naughton requesting a new flag for the library flagpole, as the present flag is becoming worn.

Library Director Job Search

Carol spoke to our Regional Consultant, Jan Charbonneau, regarding the replacement search. Jan has recommended a three month contract period with an option to extend for our new Director. Dan will speak to Jan directly about her recommendations.

The four remaining candidates were discussed by the Board. It was decided that Daniel Lekas and Valorie Kelly would be asked to return for second interviews. Dan will arrange the time and date for these interviews. He will also send a letter to those candidates that the Board is declining.

A motion to adjourn the meeting was made by Joyce Greenfield, seconded by Dan Shanahan, and the meeting was adjourned at 9:25 p.m.

Next Meeting: Wednesday, February 5, 1997, 7:15 p.m.

BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
February 5, 1997

Present: J. Banks, R. Fuller, J. Greenfield, P. MacLeod, H. Madore, D. Shanahan, Paula Peterson, Assistant Library Director
Absent: None

The meeting was called to order at 7:17 p.m. by Dan Shanahan. A motion was made by Helen Madore to approve the minutes of the January 8, 1997 meeting. Rita Fuller seconded the motion, and all approved.

Minutes for the meetings that took place to conduct interviews will be written by Dan Shanahan.

Treasurer's Report

Joan Banks gave a brief status of the various accounts and activities.

Update - Carol Swiss Retirement Party

Joyce will send a formal thank you to Paula Corio, cc: John Driscoll, at Tahanto for the wonderful food that was prepared by the Culinary Arts students.

Joyce will send a formal thank you to Tower Hill, in particular Erica Higgins and John Trexler to thank them for the use of the facility and for all of the invaluable assistance by Ms. Higgins.

A heartfelt thank you was received from Carol Swiss and was shared with the group by Dan Shanahan.

Assistant Library Director's Report

Paula Peterson reported on the following:

- There is water seeping up through the floor in the Children's Room. Don Parker, Highway Superintendent, will try to resolve the problem by digging around the foundation to help water drain better away from the walls of the building.
- Paula received correspondence from the Region that indicated that they are looking into splitting Massachusetts into six regions. A questionnaire was received regarding services, which Paul will complete and return.
- Carol Swiss reminded the Trustees, via Paula, that the budget needs to reflect the salary increase that has been requested for the Library Director position, should the Personnel Board approve that increase.
- Paula and Peter MacLeod presented information that they had researched regarding average salaries for MLS-required positions.

- Joyce Greenfield had provided information to Paula regarding Internet training through the Assabet at Night program. Paula and Barbara Despres are interested in attending the one-night session, but will hold off until the computer system arrives.
- Barbara is investigation modem/Internet connections - equipment needs, how it will work, etc.
- Children's circulation is up. Paula accredited the increase in circulation to Barbara's efforts and abilities.

Interview Updates

- Dan will advertise the job in the Sunday Telegram & Gazette again.
- Rita Fuller did a thorough reference check on Dan Lekas. The Board reviewed Rita's summary sheets, and after much discussion, Dan moved that we send a letter to Mr. Lekas thanking him for his time, but declining to offer the position. The motion was seconded by Joan Banks.

Correspondence

A thank you letter was received from Barbara Despres, Children's Librarian, thanking the Trustees for their part in obtaining the new computer system for the Children's Room.

Old Business

Rita researched possible solutions to the problem created by the strip of grass and weeds that is between the access ramp and the building. Rita proposed that landscape cloth and 2"-3" round brown stones be used to keep weed growth down and to make the space more attractive. The Garden Club will provide the labor for this project.

New Business

- A resume was received from an applicant with no library experience. The applicant will be sent a letter thanking them for their interest, but will not be asked in for an interview.
- Peter MacLeod expanded on the research he had done regarding salary requirements for MLS graduates, candidates, etc. He spoke to an Assistant Dean at Simmons College who felt that the (low) salary was probably the reason why we were having difficulty getting applicants. Peter will send our advertisement for the Library Director position to Simmons so that it can be posted there. Paula will also post the job on the on-line CW/MARS system, and in **Cracker Crumbs**, if the deadline permits.
- Dan will speak to the people at the Telegram and Gazette regarding the advertisement for Library Director being placed in the "General Help Wanted" section instead of the "Professional Help Wanted" listings. We received no responses from the ad when it was listed in the "General" section. Dan will request that they reduce our bill.

General/Open Discussion:

- Paula stated that everything seems to be running smoothly "so far."
- Discussion took place regarding the type of printer that will be required for the new computer system. There seems to be a wide range of abilities and prices, depending on the type of printer being purchased.
- There is an old computer system being stored downstairs that we will no longer be utilizing. Joyce suggested that Paula talk to one of the parent volunteers at the Boylston Elementary School, Ken Alden, who is working to salvage parts and update the computers at the Elementary School, to see if they could perhaps use that old system.

A motion to adjourn was made by Joan Banks, and seconded by Helen Madore. All approved.

NEXT MEETING: WEDNESDAY, MARCH 5, 1997, 7:15 P.M.

BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
DECEMBER 4, 1996

Present: P. MacLeod, R. Fuller, J. Greenfield, J. Banks, C. Swiss
Absent: H. Madore, D. Shanahan

The meeting was called to order at 7:18 p.m. by Joyce Greenfield. It was necessary to choose a chairman pro-tem because of Dan's absence. Joan Banks nominated Peter MacLeod, Rita Fuller seconded, and Peter was approved by all.

A motion was made by Joan Banks to approve the minutes of the November 13, 1996 meeting, seconded by Rita Fuller, and approved by all. Carol may have a minor correction/comment that she will talk to Joyce about if necessary.

Treasurer's Report

Joan Banks gave a brief status of the various accounts and activities.

Librarian's Report

Carol Swiss reported on the following:

- a tower model (vertical CPU) computer will be ordered, versus a horizontal model, when the new computer for the Children's Room is ordered.
- Holiday Open House is scheduled for Saturday, Dec. 7, from 11:00 a.m. to 12:30 p.m.
- The Staff Christmas party is scheduled for December 21 at 9:00 a.m. All trustees are welcome and encouraged to attend.
- The borrowing activity for the new CD ROM collection has been good, with 36 items in the November circulation.
- The purchase of computer furniture has been put on the back burner for now.
- Bruce Palmer has taken the page's desk to refinish, and has offered to refinish Paula's desk next. The board was quite appreciative of this effort.
- According to State reports, our circulation was up 3% from last year.
- Barbara Despres, Children's Librarian, will be taking a course called "Literature for Children" at Framingham State College, beginning in January. Since the course and the associated travel time cut into Barbara's work hours, she and Carol have negotiated alternative hours for this period. The board discussed reimbursement for this course, and Joan Banks made a motion, seconded by Rita Fuller, that reimbursement for 50% of the course tuition would occur upon successful completion (letter grade B or better) of the course. All approved.

Goals and Objectives

The board spent a great deal of the meeting revising the "Goals and Objectives" document. Many changes were made. A motion was made by Joyce Greenfield to accpet the Goals and Objectives for FY98 as revised, seconded by Joan Banks, and approved by

all. Joyce will type the goals, review with Carol, and provide an on-disk copy for the library.

Budget Request Form

The Budget Request Form has been received by the Town. A 2% increase across the board was recommended. The board spent some time discussing the impact of this increase, and tabled further discussion to the December 11th meeting when Dan Shanahan would be present. Carol emphasized that all of the staff job descriptions need to be updated, especially to reflect changes in knowledge of technology, etc.

Library Director Job Search

Seven resumes have been received. The board discussed Carol's participation in the interview process, as well as the possibility of Carol helping in job orientation for our new hire, if possible. The job search in the main agenda for the December 11 trustee meeting, and further discussion was tabled until that meeting.

NEXT MEETING:

Wednesday, December 11, 1996, 7:15 p.m.

Joan Banks made a motion to adjourn at 8:55 p.m., which was seconded by Rita Fuller, and approved by all.

BOYLSTON PUBLIC LIBRARY

In 1996 the Boylston Public Library continued its tradition of providing a wide range of library services and materials to the citizens of Boylston despite the small size of its building. Use of library materials increased from 1995. The trustees and patrons thank library director Carol Swiss, assistant director Paula Peterson, children's librarian Barbara Despres, Cheryl Newcomb, Eileen MacQueen and other members of the staff.

The building itself received some welcome and very necessary changes. Three new air conditioners and a new copier replaced their aged predecessors. Computers were added and are available to patrons and staff. The Trustees thank the Friends of the Library and the state for their financial assistance in the purchase of the computers. The smaller desk has been refinished by a talented Bruce Palmer, and looks great. A leak in the roof affected the ceiling, wall, molding, and heating unit in the Reference Room.

The collection of materials was improved during the past year. CD-ROMs were added to the collection for the first time and have proven very popular. With some deletions of little-used reference materials, better and more visible shelf space was made available for periodicals.

Volunteers once again contributed hundreds of hours of service which were of great benefit to the staff and patrons. They continued entering and cataloging the library's collection into the CW/Mars inter-library computer network.

The Boylston Public Library Foundation, Inc. began planning a fundraiser-round of golf and dinner at Mount Pleasant Country Club on June 30, 1997. Considerable time and effort has been expended on this fundraising event already. The Trustees are very grateful for the support of the Foundation.

The Friends of the Library continued their work for the library. The Friends continued to sponsor its popular Memorial Day booksale. The also sponsored a well-attended dinner theatre in the spring. The also sponsored the Hampstead Players during spring vacation week, and a "Fun with Science" program on school release day. They also worked with Barbara Despres and other staff members for the popular summer reading program.

Rita Fuller and Joyce Greenfield joined the Board of Trustees this year, replacing Sara Connor and Cathy Richard. The transition amongst the Board went very smoothly. We want to express our thanks to both Sara and Cathy for their many years of dedicated service, and to welcome Rita and Joyce aboard.

Two milestones in staff service were reached this year. Paula Peterson celebrated her twentieth year as a member of the Library staff in October, 1996. An Appreciation Party was held for her

in October, and was well-attended. Thank you for your many years of service to the Library.

Also, Carol Swiss submitted her resignation as Library Director after twelve years of service. To say that the Library and Boylston community will miss her is an understatement. Her knowledge, dedication to her profession, ability to work well and coordinate efforts with others, sense of humor, and kindness are characteristics rarely found in one person, and combined to provide Boylston with a fantastic Library Director. We will miss her as our Library Director, and wish Carol all the best in the future.

Attendance at the nine meetings during the calendar year was as follows:

Joan Banks 7	Daniel Shanahan 8	Peter MacLeod 7
Helen Madore 7	Rita Fuller 4 of 5	Joyce Greenfield 4 of 5
Cathy Richard 3 of 4		

Respectfully submitted,

Daniel E. Shanahan
Trustee Chairperson

BOYLSTON PUBLIC LIBRARY BOARD OF TRUSTEES
NOVEMBER 13, 1996

The meeting was called to order at 7:25 p.m. by Dan Shanahan. In attendance were Dan Shanahan, Helen Madore, Peter MacLeod, Joyce Greenfield and Carol Swiss. Absent were Joan Banks and Rita Fuller.

Correspondence

A thank you note was received from Paula Peterson, thanking the Trustees for her reception and gift.

A letter of resignation was reluctantly accepted from Library Director Carol Swiss. After 12 years at our library, Carol will join her husband in retirement, beginning in mid-January, 1997. Hiring of a new director is discussed further in "New Business."

Minutes

A motion was made by Helen Madore to approve the minutes of the October 2, 1996 meeting. Peter MacLeod seconded the motion, and all approved the minutes.

Librarian's Report

Carol Swiss reported on the following:

- Both pages, Kristin Waldman and Lauren Paul, have recently become less mobile due to foot surgery/injury.
- Circulation is down in the "upstairs" (adult) library.
- Circulation is up in the Children's Library, which reflects the movement of the children's video section to the downstairs.
- Paula, Carol and Barbara will attend an Internet training session.
- The Friends' Halloween party was a great success.
- The Friends'/Historical Society program on Teddy Roosevelt was well attended and well liked.
- A leak has appeared in the roof of the library which has affected the ceiling, wall, molding and heating unit in the Reference Room. The roofer suggested that an examination of the chimney mortar be done by moving stored items in the attic. His inspection of the flashing and slate on the exterior of the building showed no signs of damage or leakage. He further suggested that the intensity of the rain storm may have caused this leak, and that it may not occur again other than in extreme circumstances. The board chose to watch and see if further problems become evident before taking further action.
- Holiday Schedule: Closed Christmas Eve, December 24, 1996; Closed Christmas Day, December 25, 1996, reopen Thursday, December 26 at 2:00 p.m. Open New Year's Eve, December 31, 1996 till 3:00 p.m., Closed Wednesday, January 1, 1997, reopen Thursday, January 2, 1997 at 2:00 p.m.

- The Town Newsletter will be published in January. Carol will include the new CD ROMs, her retirement, and Internet access in the library news portion of the newsletter.

Old Business

Carol presented an offer from the CW-MARS group that would allow the purchase of the computer system for approximately $2000. This computer system would be purchased in cooperation with the Friends of the Library, who have offered to share 50% of the cost. A motion was made by Dan, and seconded by Peter to authorize the transfer of up to $1100 from State Aid funds for the purchase of the computer system and a desk. All agreed. Carol will put a note in the Town Newsletter regarding this cooperative purchase between the Trustees and Friends.

New Business

A great deal of discussion took place regarding the process of hiring a replacement for Carol. Carol had updated her job description to reflect the current responsibilities of the Library Director, and will retype and distribute them to the Trustees.

It was decided that an advertisement would be run in the Telegram and Gazette and Boston Globe on two consecutive Sundays, beginning November 17. Resumes will be sent to the Library, to Dan's attention. The vacancy will also be posted in the Cracker Crumbs newsletter, as well as the MASS Vacancies listing. Carol will ensure that those publications receive the posting. The closing date for resume submission will be December 10.

It was decided that the qualifications for the position would include a BS or BA degree, MLS preferred, but not essential. Salary will begin at $23,500. Dan and Carol will work to finalize the qualifications.

Each member of the Board is responsible to review the resumes, which will be kept in a central file at the Library. Carol will distribute information from the Region regarding suggested interview questions, an evaluation checklist, etc.

NEXT MEETINGS: PLEASE NOTE THE CHANGES!!!!

Wednesday, December 4; 7:15 sharp! Regular business, goals, job description

Wednesday, December 11; 7:15 sharp! Library Director Job Search - process, interviewing, etc.

Peter MacLeod made a motion to adjourn at 9:30 p.m., which was seconded by Dan Shanahan. All approved.

What library trustees do

by Jeanne Davies

1. Attend Board meetings.
2. Employ a competent and qualified librarian at an adequate salary. ~~Prepare and sign a contract for the librarian (director).~~
3. Provide an adequate and qualified staff to work with the librarian.
4. Assist in the preparation of an annual budget.
5. Establish conditions of employment and provide for the staff's welfare.
6. Establish policies (including personnel) to govern the operation and programs of the library and assign their execution to the librarian and the staff, in compliance with federal, state, and local laws.
7. Approve bylaws for the board.
8. Provide for building and space needs and maintain library property.
9. Determine short-range and long-range goals and objectives of the library and reexamine them regularly. Study the programs and needs of the library in relation to the community by keeping informed on community changes, trends, needs, and interests.
10. Adopt clear-cut policies and procedures in the area of collection management and censorship.
11. Establish rules and regulations governing the use of the library, upon the recommendation of the librarian.
12. Provide for accurate record keeping for the library and the library board.
13. Help secure adequate funds from appropriating agencies and from new sources, if necessary, to carry out the library's programs and to make the objectives for updated and improved services a reality.
14. Establish, support, and participate in a vital public relations program for the library.
15. Report regularly to the governing officials and to the general public and establish an annual reporting procedure.
16. Acquire knowledge about state and national library laws. Actively support state and national library legislation which would improve and extend library service.
17. Acquire an awareness of public library standards and library trends.
18. Attend and participate in regional, state, and national trustee meetings and workshops for a fuller understanding and utilization of trustee talent, knowledge, and experience.
19. Affiliate with professional organizations and provide funds through the budgeting process for involvement by trustees and staff.

Source: Jeanne Davies, *Major Duties, Functions and Responsibilities of Public Library Trustees* (Chicago: ALA American Library Trustee Association, 1988)

Friends

2

Friends of the library

by Sandy Dolnick

FRIENDS ARE A NECESSARY part of life for institutions as well as for people. Support and recognition are important elements of any friendship. Friends of the Library groups can and should supply these elements to all libraries while they represent the library to the community. The potential effectiveness of a group of citizens with no vested interest cannot be overestimated. The library, which is often taken for granted, can multiply its support by the community if it is willing to establish and perpetuate a Friends organization.

Inflation and changes in public attitudes toward government spending have brought intense pressures to bear upon library budgets. In many cases, Friends of the Library groups, by raising funds from private sources or by providing volunteer labor, have made it possible for the library to continue services that would otherwise have been terminated.

The initial reasons for having a support group differ among libraries and communities but generally include:

Money. Friends groups have traditionally raised funds for projects or acquisitions in excess of the general library budget.

Services. There is no limit to the services that a dedicated volunteer group can provide, short of substituting members for specialized staff.

Public relations. Each Friend is a walking public relations vehicle for the library.

Advocacy. An informed, active citizen lobby can be the strongest weapon the library has.

Community involvement. An organized Friends group is living proof of the library's value to the community.

The rationale for a Friends group may change over time. A group that begins as a purely social organization, for example, may shift its orientation as the library's needs grow.

Friends of Libraries, therefore, are many different things to many different communities. They all may be defined as groups of citizens that are associated on behalf of libraries.

The interest in Friends groups grows steadily. Every year the American Library Association receives more queries about them. Friends of Libraries U.S.A., a national organization, was formed to further the growth of new groups and to exchange information among existing ones.

The ten commandments

Certain principles, if adhered to and reviewed annually, will develop a nurturing atmosphere and pleasant environment for Friends and library staff. These ten commandments were learned through the combined experiences of hundreds of groups.

FIGURE 1 *Cont'd.* Connecticut's Brochure, Inside

Responsibilities of	Library Director	Trustee	Friend
General Administrative	Administer daily operation of the library including personnel, collection development, fiscal, physical plant and programmatic functions. Act as technical advisor to the board and ensure staff representation at all friends' board meetings.	Recruit and employ a qualified library director; maintain an ongoing performance appraisal process for the director.	Support quality library service in the community through fund raising, volunteerism and serving as advocates for the library's program.
Policy	Apprise board of need for new policies, as well as policy revisions; implement the policies of the library as adopted by the board; keep friends apprised of all library policies.	Identify and adopt written policies to govern the operation and program of the library including personnel, general operating, and collection development policies.	Support the policies of the library as adopted by the library board; adopt a constitution and by-laws for the friends.
Planning	Coordinate and implement long range planning process with board, friends, staff and community. Long range plan coordination will include preparation of appropriate status reports.	Ensure that the library has a long range planning process with implementation and evaluation components. The process should include input from friends, community and staff. Support the librarian, staff and friends in carrying out the library's program.	Provide input into library's long range planning process and remain knowledgeable as to the status of the plan.
Marketing	Coordinate and implement an ongoing marketing program.	Ensure that the library has an active marketing program.	Promote the library program to the public.
Fiscal	Prepare an annual budget for the library in consultation with the board and friends; present current report of expenditures against the budget at each board meeting; make the friends aware of the special financial needs of the library.	Secure adequate funds to carry out the library's program; assist in the preparation and presentation of the annual budget.	Conduct fund raising which complements the library's mission and provides funding for special library projects.
Legislative	Educate board and friends regarding current local, state and federal library laws and pending library legislation.	Be familiar with local, state and federal library laws as well as pending library legislation.	Serve as advocates for local, state and national library issues; represent the library program to legislators.
Meetings	Provide written reports at and participate in all board and friends meetings; ensure that there is a staff liaison to the friends.	Attend and participate in all board meetings and see that accurate records are kept on file at the library; comply with Freedom of Information regulations; appoint a liaison to the friends' board to attend their meetings.	Maintain a liaison to the board of trustees to attend all their meetings. Executive board members should attend and participate in all friends' executive board meetings.
Networking	Affiliate with the state and national professional organizations and attend professional meetings and workshops; make use of the services and consultants of the Connecticut State Library, Association of Connecticut Library Boards, Inc. and Friends of Connecticut Libraries, Inc.	Attend regional, state, and national trustee meetings and workshops, and affiliate with the appropriate professional organizations. Make use of the services of the Connecticut State Library and Association of Connecticut Library Boards, Inc.	Affiliate with state and national friends' organizations and attend their meetings and workshops. Make use of the services and consultants of the Connecticut State Library as well as Friends of Connecticut Libraries, Inc.

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES
OCTOBER 2, 1996

The meeting was called to order at 7:26 p.m. by Dan Shanahan. In attendance were Dan Shanahan, Helen Madore, Joan Banks, Rita Fuller, Joyce Greenfield and Carol Swiss. Absent was Peter MacLeod.

A motion was made by Joan Banks to approve the minutes of the September 4, 1996 meeting, seconded by Joyce Greenfield, and approved by all.

Correspondence

A thank you note was received from Barbara Despres, Children's Librarian, thanking the Trustees for the gift certificate presented to her by the Trustees.

Treasurer's Report

Our Certificate of Deposit at the Millbury Credit Union becomes due for renewal in December. Joan will review rates at other institutions, but all agreed that it was likely that the CD will remain at Millbury.

Librarian's Report

Carol Swiss reported on the following:

- Carol attended a customer relations workshop on September 30.
- An orientation session for new library trustees will be held on November 6th at the Worcester Public Library. Joyce and Rita are scheduled to attend.
- Two Tahanto students, Kristin Waldman and Lauren Paul have been hired as pages.

Old Business

Plans for the surprise party for Paula Peterson were briefly reviewed and finalized.

New Business

Carol will attend a Computer Show on October 19th in Marlboro, and plans to purchase some software at that show. She is compiling a list of suggested titles from other libraries, patrons, etc.

A great deal of discussion ensued regarding a proposal from the Friends of the Library that the Friends and the Trustees work together to purchase a computer system for the Children's Room. It was decided that Dan and Joan would talk to Barbara regarding the

uses, location, furniture, electricity, etc. of the proposed system, and report back to the Trustees at our next meeting.

Review of Trustee's Notebooks and Policies, Goal-Setting

Because of the lateness of the hour and Peter's absence, Dan moved that we table this review until our next meeting. All approved. Carol will send copies of the present goals to all Trustees along with these meeting minutes.

A motion was made to close the meeting at 8:37 p.m. by Helen Madore, seconded by Joan Banks, and approved by all.

NEXT MEETING: Wednesday, November 13, 1996, 7:15 p.m.
Note the change in date due to the Trustee Training Session on Nov. 6.

BOYLSTON PUBLIC LIBRARY

BOARD OF LIBRARY TRUSTEES
MEETING OF OCTOBER 2, 1996

-- AGENDA --

Signing of bill schedule, etc.

Call to order

Approval of minutes of September 4, 1996

Correspondence

Treasurer's Report - Joan Banks

Librarian's Report

Old Business

Party plans - Rita Fuller/Helen Madore

Review of Trustees' notebooks and policies

Goal-setting

NEXT MEETING WILL BE November 13, 1996

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES
SEPTEMBER 4, 1996

The meeting was called to order at 7:22 PM by Dan Shanahan. In attendance were Dan Shanahan, Helen Madore, Joan Banks, Rita Fuller, Peter MacLeod, Joyce Greenfield, and Library Director Carol Swiss.

Correspondence

No new correspondence was presented for discussion or response.

Approval of June 5, 1996 Minutes

The minutes were amended to reflect the following: (1) The allocation for Carol Swiss to travel to the ALA conference in July was corrected to "up to $500" and (2) The request from Children's Librarian Barbara Despres was for a new book truck for the children's room, and not a new chair. After the amendments were made, the minutes were approved unanimously.

Treasurer's Report

Joan Banks made her report on the financial status of the Trustees. The report was approved without question by the Trustees.

Librarian's Report

The Librarian's report was extensive and covered many different areas:

- Carol Swiss thanked the Trustees for their support in her attendance of the ALA Conference in New York City in July. Approximately 24,000 people attended the conference. The importance of visiting many other libraries and taking note of new ideas was stressed.
- A new air conditioner has been installed in the Reference Room.
- After many delays and much assistance from Town Administrator John McAuliffe, a new copy machine has been received. A new cabinet must be purchased to replace the present cabinet, which is too high for the new copy machine. Carol acknowledged the support of the Finance Committee in helping to purchase this equipment. The former copy machine has been passed along to the Highway Department for their repair and use.

- Summer children's programs conducted by Barbara Despres were a great success. More children attended more programs than ever before. The Trustees will reimburse Barbara for $74.99 in program expenses. In appreciation for their exceptional efforts this summer, the Trustees voted to purchase a $50 gift certificate for Barbara and her husband for O'Connor's Restaurant in West Boylston.
- A new Pentium Computer has been received by the Library through a MILN grant. The computer will be placed where the APPLE IIGS computer formerly was located, and that machine has been moved to the Children's Room. Some cables are still needed to hook the Pentium up to our FAX telephone line. We will also take advantage of a free Internet hookup.
- A new housekeeper, Linda Sokolowski has been hired to replace Eileen MacQueen, who has moved on to a new position at the Tahanto Preschool.
- Joan, Carol, and Joyce toured the Digital property in August to consider the possibilities of that site in terms of the library. Informal discussion ensued about the feasibility and practicality of the buildings. Since the Town of Boylston does not own the property at this time, no specific action or discussion was warranted.
- Carol has completed the State reports. She reported that the library regions are being realigned across Massachusetts, and that the new regions will incorporate public, school, and academic libraries. There will now be 6 regions instead of 3. The Technology Bill was defeated in the Legislature, as well as the construction money that could have allowed for library expansions and renovations across the state.
- Carol reported that the handicap access ramp is in need of repair, cleaning, and staining. Don Parker has offered to paint and repair treads. Carol has had some preliminary discussions with Tracy, the Selectmen's secretary, regarding the possibility of hiring an outside firm to perform maintenance on the ramps at both the library and the Municipal Office Building. Carol will follow up with Tracy.

Old Business

The computer policy was renewed for another three months in order to continue the evaluation of that policy. It was decided that the Library Goals must be updated within the next few months; that effort will begin at the October meeting.

New Business

The library has received 10 CD-ROMS as part of a pilot program offered by the Region. The CD-ROMS have been circulating often. Carol requested $1250 to begin a permanent collection of CD-ROMs; the motion was made and approved by all.

Discussion regarding the purchase of a new computer table was postponed.

Peter MacLeod gave an update on the Library Foundation. A golf tournament fund raiser will be held on June 30, 1997 at Mount Pleasant Country Club. Cost will be $150 per person.

Dan Shanahan questioned if the Library has copies of the Tahanto yearbooks, which the Library does not have. Dan will talk to Principal John Driscoll and request that a yearbook be placed in the Library each year.

The meeting was adjourned at approximately 8:45 P.M. The next meeting of the Trustees will be held on October 2, 1996 at 7:15 P.M.

Respectfully submitted,

Joyce Greenfield

BOYLSTON PUBLIC LIBRARY
Meeting of Board of Trustees
September 4, 1996

- AGENDA -

Signing of bills, etc.

Call to order

Correspondence

Approval of June 5th minutes

Treasurer's report - Joan Banks

Librarian's report

Old Business
- Computer policy ext as is
- Date for updating goals

New Business
- CD-Roms - IBM comp primary auth. $1200
- Computer table

Adjournment

NEXT MEETING .... Oct. 2

Helen + I chair Paula's Oct 5 11:00 - plaque
Joyce to tell Friends of L
gift cert O'Connor's for M/M Despres

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES
JUNE 5, 1996

Daniel Shanahan called the meeting to order at 720 PM. Trustees present were Daniel Shanahan, Joan Banks, Rita Fuller, Joyce Greenfield, Peter MacLeod and Library Director Carol Swiss.

Dan welcomed the 2 new members elected in the May town election, Joyce Greenfield and Rita Fuller.

After discussion of the maintenance of the library grounds, the Minutes for the May 1st meeting of the Trustees were approved unanimously. Joan Banks made the motion seconded by Dan Shanahan.

There was no correspondence to report.

On the subject of maintenance of the library grounds, Carol said she had been told by Highway Supt. Don Parker that the crews would get to the library when they could. It was generally agreed that the severe winter was responsible for most of the poor conditions of the grounds. Joan Banks said the library grounds were no worse than many other areas in town.

Joan Banks gave the Treasurer's report which was uanimously accepted on a motion by Peter MacLeod, seconded by Dan Shanahan. Joan reported she was bonded for the coming year.

Carol Swiss reproted that a motion has been filed in the state legislature for 160 million dollars in library construction money in 1997.

Carol reported on a meeting she attended earlier in the day where she met the new leader of the C.W. Mars program. She said the emphasis now is going to be updating new services to academic libraries. But Carol said the Boylston library will be getting a new computer in the next three months with connection to the Internet. Carol said the instruction books for the current C.W. Mars computer were just updated and that the system is heavily used by the staff.

Carol reported on an influx of new people in the library Book Discussion group.

Carol said she and Helen Madore are going to wait until the new computer arrives to see what kind of new furniture is needed for the library.

Carol also reported that the Children's Librarian Barbara Connors Despres had requested a typewriter to help in her writing out of library cards for the children. She also could use a new ~~chair~~ stuck. Carol said these are legitimate requests and should be taken care of by state money.

Carol reported the annual Memorial Day Book Sale was a success with the Friends of the Library raising $1,073.00.

In other business Carol reported the children's videos have been moved downstairs, the dehumidifier is working and Bruce Palmer had offered to refinish the library page's desk.

In Old Business, Carol reported that local carpenters will bid on the installation of 3 new air conditioners for the library. The air conditioner in the reference room seems to be working but it was decided it was old and it would be best to replace it before it fails.

In New Business the trustees voted unanimously to continue the policy of not lending videos to anyone under the age of 18. Carol reported that national library organizations encourage a freer policy but the thought was that more information on how other libraries handle the issue is needed before we change our policy. Carol said that no one had formally complained about that aspect of the video lending policy.

The board voted unanimously to allow up to $500.00 to be spent on Carol's attendance at the American Library Association annual convention in NY City on the weekend beginning July 4th. The convention is at the Javits Center in NY City. The motion was made by Joan Banks and seconded by Peter MacLeod.

Carol Swiss took over as temporary Chair of the Trustees for the election of officers for 1996-97.

The following officers were elected on unanimous votes of those present.

Chairman: Daniel Shanahan

Vice Chairwoman: Helen Madore

Treasurer: Joan Banks

Secretary: Joyce Greenfield

The meeting was adjourned at 853 PM. The next meeting of the Trustees is set for 715 PM, Sept. 4, 1996.

Respectfully Submitted by

Peter L. MacLeod

Peter L. MacLeod

Boylston Public Library
Board of Trustees Meeting
May 1, 1996

Chairman Daniel Shanahan called the meeting to order at 715 PM.
Present: Dan, Helen Madore, Joan Banks, Kathy Richard, Peter MacLeod and Librarian Carol Swiss.

Sara Connor's resignation letter was presented by Dan Shanahan. Most said they had already seen it.

The Minutes from the April 3rd, 1996 meeting were presented and unanimously accepted. Motion was made by Peter MacLeod and seconded by Kathy Richard.

Treasurer Joan Banks presented the Treasurer's report which was accepted unanimously. Joan said she needed to bond herself again with Fidelity and Deposit Company of Maryland for another year at a cost of $100.00. Dan said he would check to see if Joan had to answer all of the questions on the application sheet.

Carol Swiss said she was looking into replacing the library copy machine. Carol said she would meet with a representative of Statler Associates in the next few days and report back to the June 5th meeting of the Trustees.

Carol said she was thinking of purchasing a CD ROM lending collection. And she would like to purchase it in June or July so it could be in the Fall Newsletter.

Also next month Carol may ask to attend the American Library Association convention in New York. She said these conventions cover all types of libraries and the exhibits are usually very impressive. She would need approximately two days off in order to attend. Decision about this will be made next month.

Carol announced that the Mass. Board of Library Commissioners had come out with new rankings of libraries in the state. Boylston was placed in the "residential/suburban " type of community and was ranked 11th out of 55 in terms of community per capita spending on libraries. She said only 18 percent of libraries in the population group ranking had librarians with an M.L.S. as Boylston does. Boylston also has 26,000 items in the library which was above the 22,000 average for the population group. Circulation at Boylston was about average for the population group.

The Board voted unanimoulsy, upon recommendation by Carol Swiss, to extend the current computer policy for six more months. Motion was made by Dan Shanahan and seconded by Helen Madore.

Carol said the state Board of Library Commissioers will likely send a representative to a Board of Trustees meeting in the near future.

Dan said he had received a complaint about the outside condition of the library grounds. The Board agreed to consider the complaint and have recommendations at the next Board meeting. Right now it is the job of the Town Highway Dept. to maintain the grounds.

The Board said goodby to Kathy Richard and thanked her for her fine service on the Board of Trustees. Adjournment came at 750 PM.

Respectfully, Submitted, Peter MacLeod Peter MacLeod

BOYLSTON PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
MINUTES OF APRIL 3, 1996

Daniel E. Shanahan, chairman, called the meeting to order at 7:25 p.m. Trustees present were Peter MacLeod, Helen Madore, Joan Banks, and Carol Swiss, librarian.

A motion was made to approve the minutes of February 7, 1996 by Joan Banks and seconded by Helen Madore. The March meeting was cancelled due to snow.

Joan Banks provided her treasurer's report, which was unanimously approved by the board.

Carol Swiss reported that on May third a mystery dinner theater sponsored by the Friends of the Library will be held at the Town House and hope that there will be a good turn out. April 24 will be a legislative day in Boston for the trustees and librarians. Carol and Helen plan to go.

It was decided to table for later discussion the M.L.T.A. memberships. The Board of Library Commissioners hopes to set up computer training centers around the state. There is a proposal that a center be placed in the Worcester Public library, and the Central Region has applied for a federal grant to do this.

Red Murphy checked the wiringin the library and found nothing wrong to worry about.

As of now, no one has signed up torun in the town election to fill Sara Connor's remaining one year term. Joyce Greenfield has signed up to run for the 3 year vacancy. Joan Banks suggested a sign be put up in the library to advertize for the 1 year unfilled term.

In old business, Carol has asked for an item to be placed on the town warrant asking that $3,100 be transferred from available funds to purchase and install 3 air conditioners.

Carol has met the new town manager John McAuliffe, who seemed interested in the library and many attend a trustees' meeting.

In new business , Peter mentioned that the Foundation planned in the future to sponsor a golf tournament. Anita Thomas, who has done quite a lot of tourneys, has agreed to come and speak with the group.

A company in Marlboro, Internet Access Co., will offer free use for a number of Central Region libraries to access the internet through their software. Regional will act as a go-between. For us to be involved we will need a modem and maybe another telephone line. It was suggested that further investigation was needed.

Daniel moved to adjourn at 8:25 p.m. and Peter seconded.

Next scheduled meeting will be on May 1 at 7:15p.m. at the library.

Helen Madore
Secretary Pro Tem

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES MINUTES
FEBRUARY 7, 1996

Daniel E. Shanahan, Chairman, called the meeting to order at 7:20 p.m. Trustees present were Cathy Richard, Helen Madore and Joan Banks, as well as Library Director Carol Swiss.

Minutes of the meetings of November 15, 1995, December 6, 1995 and January 10, 1996 were approved.

The report of the librarian began with the introduction of the new page, Christian Connolly. Carol expressed ongoing concern about the wiring, especially in view of the possibility of acquiring another computer through a state grant. (See next paragraph.) It was decided to get an estimate of a re-wiring job and present it to the Finance Committee on February 20th, with the request that it be paid for by the town. Also, Carol will check with the selectmen's secretary about electronic items currently listed on town insurance.

The Massachusetts Board of Library Commissioners received state funding to establish the Massachusetts Library Information Network (MLIN), which will allow public library users to search and retrieve extensive information from libraries, government resources and licensed commercial databases. The purpose of the funding is to ensure that residents of Massachusetts have direct access to MLIN no matter where they live. (The actual computer used for access to MLIN may be any computer on the site.) The obligations, especially financial, which accompany accepting this grant, were discussed.

The motion was made by Dan Shanahan and seconded by Joan Banks, as follows: "I move to authorize Carol Swiss and Dan Shanahan to sign and submit in a timely manner the application for the MLIN grant." Motion was unanimously approved.

The proposed FY97 budget was reviewed as preparation for its presentation at the library's budget hearing on February 20th. The motion was made to approve it by Helen Madore, seconded by Cathy Richard, and it was unanimously approved.

The resignation letter of Sara Connor was read and accepted with regret. Her term would end in May, 1997. Sara was chairman of the board during the traumatic period of the proposed closing of the library, pending the over-ride. She led the campaign which resulted in passage of the over-ride shortly after she turned the gavel over to Peter MacLeod. During this same period, she co-chaired the 90th birthday planning committee with Helen Madore. It was decided to send her flowers in recognition of her service and exceptionally heavy responsibilities.

Cathy Campbell then announced her recent marriage to Bob Richard. That's the good news. The bad news is that she will not seek another term on the board. Her term expires this spring. There is time for 2 new candidates to have nomination papers signed by March 18th.

Meeting adjourned at 8:30 p.m.

Carol Swiss, Secretary pro tem

Boylston Public Library
Lib. Board of Trustees Minutes
January 10, 1996

Daniel E. Shanahan, Chairman, called the meeting to order at 7:20 PM. Trustees present were Peter MacLeod, Cathy Campbell, Helen Madore and Carol Swiss, Librarian.

On a motion made by Dan Shanahan and seconded by Peter MacLeod, the board voted unanimously to put off approval of the Minutes of the 11/15/95 and 12/6/95 meetings until the Feb. 7th Board meeting.

Carol Swiss informed the Board that Library Page Peter Moore had another job and has left the library. Matt Cogswell had replaced him temporarily.

Carol said the warrant for the annual Town Meeting would close on Feb. 26th. She said there had been problems with the fax machine requiring repair. She also said a valve had been repaired on the library heater putting an end to a disturbing noise that had been a distraction in her office for several years.

Carol Swiss presented her proposed library budget for fiscal year 1997. The budget contained a 4 and a half percent increase. The budget proposal, which will go before the town Finance Committee in late Feb., was approved unanimously.

The Trustees voted unanimously not to go forward with an application for state money for a library addition this April. It was decided to discuss the formation of a Library Building Committee at the Feb. 7th Trustees meeting. The Building Committee would look at all the issues involved in building an addition including the possibility of going for state funding at a future date. Dan Shanahan and Carol Swiss told the Board they had attended an application workshop at the Littleton, MA Public library and discovered that we lacked much of the information that would be needed for the application review process. Dan said a Letter of Intent had been submitted to the state in December. Dan said the Trustees are required to show the state reveiwers how active they have been in advocating the building project and how they have educated citizens of the town about the project. There will be no state funding beyond this fiscal year, at least the type that has existed the past two years. But Dan said there is always the possibility of more funding in the coming years. Another requirement from the states is that the library be owned by the Trustees, this includes the land. This would probably mean getting a lease from the Congregational Church. Dan also said that applying this April for state money would mean an incredible amount of work over the next 10 weeks and the possibility of having to hire a professional grant writer. It was agreed that if a Building Committee is formed at the Feb. meeting , one of its likely tasks will be to gather input and support from the citizens of the town for the project.
On the vote not to move forward with the application process, the motion was made by Dan Shanahan and seconded by Cathy Campbell.

Helen Madore volunteered to work with Carol Swiss on determining the furniture needs for the CW Mars computer. They will come to the full Board with a recommendation at the March meeting.

The Board voted unanimously to approve Carol Swiss's proposed temporary policy for use of the CW Mars computer for 3 months. Then the policy will be evaluated again. One feature of the new policy is that staff

members will aid and instruct patrons only in use of CW Mars and CD-ROM capabilities. And the patron's use of the computer will be for library appropriate research only. Dan Shanahan made the motion which was seconded by Peter MacLeod.

On a unanimous vote , the meeting was adjourned at 9:20 PM.

Next Trustees Meeting is set for 2/7/96 at 7:15 PM.

Respectfully Submitted,
Peter L. MacLeod
Peter L. MacLeod

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEE MINUTES
DECEMBER 6, 1995

Daniel Shanahan, Chairman, called the meeting to order at 7:20 p.m. Trustees present were Peter MacLeod, Joan Banks, Helen Madore, and Carol Swiss, Librarian. The minutes of the November 1, 1995 Trustees' Meeting were accepted. As minutes of the November 15, 1995 meeting were only presented for review on December 6, 1995, voting upon acceptance of the same was tabled until the January 4, 1996 meeting.

Joan Banks provided her Treasurer's Report. Discussion was had regarding depositing Trustees' funds in a certificate of deposit for a one-year term at several local banks. Following discussion, it was unanimously voted and approved to open a certificate of deposit at Millbury Credit Union on or before December 20.

Carol Swiss then provided her Librarian's Report. She stated that Allmerica Financial's offer of many months ago to possibly donate used furniture to the library had not been followed through by Allmerica Financial. Carol stated that she has made repeated periodic requests to Allmerica for further communication regarding the subject, but was unable to procure any response of merit. As such, Carol proposed, and the Trustees agreed, to pursue other options regarding purchase of furniture. Carol suggested that the library needed a computer stand/desk and possibly one or two other desks. Carol invited discussion/contribution of ideas from Trustees regarding furniture sources.

Discussion was had regarding the Children's Summer Reading Program. At the discussion, it was unanimously approved by the Trustees to make a donation to the Children's Summer Reading Program.

Carol further stated that the Board of Library Commissioners have proposed legislation that would provide for $8 million to be made available to Massachusetts libraries for new technologies. She stated that none of this money would be used for new construction or renovations.

Peter MacLeod then provided his Foundation Report. He stated that the annual appeal letters are going out this week to seek donations before the end of this calendar year. He also stated that several people were voted into Director's positions, and others were voted as Members. He stated that two of the people voted as Members have experience in fundraising.

Daniel Shanahan provided an update regarding the status of the Letter of Intent to undertake the proposed addition/renovation project and procure state funding for the same. Discussion was had regarding his telephone conversation with Mark Mitchell, the architect who drafted the 1985 plans for the library addition/renovation. He stated that Mr. Mitchell would seek a substantial sum of money for payment to do an immediate cost estimate of the proposed project, despite his informing Mr. Mitchell that all that was presently needed was a rough number to include in the Letter of Intent, with a much more detailed number to follow when we got to the Application process. It was agreed by the Trustees to not expend sums at this time to procure such an involved cost estimate, but to procure a rough number and then to explore prospects regarding a more detailed cost estimate number during the first quarter of calendar year 1996.

It was further discussed that the Letter of Intent be worked on between Daniel Shanahan and Carol Swiss, with Daniel Shanahan completing the application and being responsible for having the same delivered in a timely manner.

Carol initiated discussion regarding goals which must be completed in the very near future. Carol reported that initial comments have come back which suggested that we needed to delete several items and provide more detail regarding our effort to procure an addition/renovation. Discussion was thereafter had regarding the subjects which were suggested to be deleted, and the subjects which were to be added. Revised goals were then approved.

Regarding new business, Carol stated that she wanted to conduct a survey regarding community interest in purchasing and making available for check-out CD-ROM and/or computer software. She did not want to send out a survey if the Trustees thought that making these materials available for check-out would not be a good idea. Discussion was had, and the Trustees present agreed that it sounded as though making these items available would be a benefit to the community and the library. The Trustees then suggested that Carol pursue her survey plans and report back to the Trustees upon completion of the survey.

The Trustees' Meeting is scheduled for January 4, 1996 at 7:15 p.m. at the Boylston Public Library.

With there being no further business, the meeting adjourned at 8:45 p.m.

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Daniel E. Shanahan

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BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES MINUTES
NOVEMBER 15, 1995

Daniel E. Shanahan, Chairman, called the meeting to order at 7:25 p.m. Trustees present were Peter MacLeod, Cathy Campbell, helen Madore and Carol Swiss, Librarian. Also present at the public meeting was Earl Farmer.

Daniel Shanahan requested those present to consider what it was we wanted by way of library expansion and/or renovation, and why we wanted it. Discussion commenced with a review of the 1985 proposed floor plans submitted by Mark Mitchell Associates. Each trustee had been asked to complete a rough draft of what they wanted by way of a floor plan by using the shell of the Mitchell 1985 floor plan. Various drafts of plans were submitted, and are available for inspection. Persons submitting plans included Carol, Paula, Barbara, and Dan Shanahan.

Helen raised the issue of whether there was a decreased need for the 1985 proposed number of books. Discussion was had regarding this issue in lieu of advances in on-line technology, CD-ROM capacity/availability, and regional book delivery service.

Discussion continued regarding the drafts of floor plans and their respective goals and advantages.

Carol then discussed the actual Letter of Intent/Application Process for state money. She stated that it must be filed and received by no later than December 15, 1995. Thereafter, community support, funding, and more details regarding construction criteria and costs would have to follow, with a formal Application to be submitted to the state in April.

Discussion continued regarding the subject of who would provide a rough cost estimate for the Mitchell plan so the Letter of Intent could be submitted timely. Dan Shanahan and Peter MacLeod stated they would try to contact various people to determine whether such a cost estimate could be procured.

Daniel Shanahan pointed out that if the Board intended to press ahead with the application process, then the Board as a whole would be requested to be very active in all phases of the project, and that none of us should rely on one or two Board members, or others, to carry the effort.

It was moved, seconded, and unanimously voted to adjourn the meeting at 8;50 p.m.

Daniel E. Shanahan

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BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEE MINUTES
NOVEMBER 1, 1995

Daniel Shanahan, Chairman, called the meeting to order at 7:35 p.m. Trustees present were Peter MacLeod, Cathy Campbell, Joan Banks, Sara Connor, Helen Madore and Carol Swiss, Librarian.

The minutes of the September and October, 1995 Trustees' meetings were accepted. Joan Banks provided her Treasurer's Report. She invited comments regarding whether or not to transfer funds into a possible higher-yield account. After some discussion, Joan stated that she would consider the matter further and report back during the December, 1995 Trustees' meeting.

Sara Connor requested the trustees to authorize payment from trustees' funds to David Ludt for $50.00 for his attendance and participation in the Book Discussion Group. He spoke recently for two hours regarding Shakespeare's England and <u>King Lear</u>. His presentation is expected to be shown on the Boylston cable television station on several occasions during November. The trustees unanimously approved payment to Mr. Ludt of $50.00 for his presentation to the Book Discussion Group.

Carol Swiss then provided her Librarian's Report. She stated that she had attended a public relations meeting that she found very informative.

Carol also stated that the staff is considering scheduling a workshop to train groups of people in the use of the CW/Mars program. Carol also stated that volunteers continue to input data into the CW/Mars program. The Newsletter is expected to contain a request for more volunteers. Carol also stated that one volunteer who had been inputting data into the CW/Mars program had to cease doing so because of personal reasons, and that another volunteer can no longer assist with catalog cards due to her return to her former employment.

Discussion was had regarding revised goals for the library as required for application for any state construction grants. This subject operated as a spring board for a lengthy discussion on pursuit of a construction grant and the necessary municipal work that would have to be expended. Sara Connor suggested that we seek out information from the state regarding methods of raising money and solicit suggestions from the department which extends the grants. Cathy Campbell suggested that we search for a grant writer to assist us in drafting our grant application. Discussion was had regarding forming a Feasibility Study Committee to determine whether raising significant funds from private sources (foundations and individual donors) would be possible, and how this effort would dovetail with efforts to

procure state and municipal funding. A list of people was agreed to be contacted between Daniel Shanahan and Peter MacLeod to try to interest them in meeting within the next few weeks to discuss their interest and ideas regarding this subject.

Peter also reported that the Foundation Auction raised approximately $5,800.00 net. He stated that there was some disappointment among Foundation members regarding the amount raised, as it was approximately 1/2 of the amount raised in 1991.

The next Trustees' meeting is scheduled for December 6, 1995 at 7:15 p.m. at the Boylston Public Library.

With there being no other business, the meeting adjourned at 8:50 p.m.

Daniel Shanahan

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BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEE MINUTES
OCTOBER 4, 1995

Daniel Shanahan, Chairman, called the meeting to order at 7:25 p.m. Trustees present were Peter MacLeod, Helen Madore, Cathy Campbell, Joan Banks, Sara Connor and Carol Swiss, Librarian. The minutes of the September 13, 1995 meeting were reviewed. It was suggested and approved that acceptance of the minutes be tabled until the November 1, 1995 meeting.

Carol delivered her annual Librarian's Report to all trustees. Joan Banks provided her Treasurer's Report. Carol then proceeded with her Librarian's Report. She stated that she attended a session on preservation of library objects and materials and referred to several climate control issues. She then stated that she had attended a Librarian's Conference in Providence, RI on October 3, 1995. A brief discussion of the use of cable television to discuss library issues was had.

Carol then discussed her attendance at a meeting of the Central Regional Advisory Council. She stated that some of the topics of discussion involved communication techniques and public relations.

Carol stated that the Children's Program started in October. She stated that there were over 100 children enrolled in the summer program. The Trustees voted unanimously to approve payment of $68.00 to pay for prizes and awards delivered to the children during the summer program.

Carol stated that the offer of Allmerica to donate some used furniture was still on the table, but that Allmerica had not yet designated which used furniture would be available for such donations. Carol proposed that we wait one or two more months for Allmerica to reach its decision before we pursue any purchase of furniture for the computer.

Carol reported that Joyce Greenfield and Ann Ancona continued to volunteer to in-put data into the computer database.

Carol also reported that the library purchased several videos at a substantial discount. She also stated that while inspecting various items to respond to the Town's Insurance Report, that she noticed several ceiling tiles downstairs which have bowed and may need further work/replacement. Carol stated that a new motor for her office has been ordered and the furnace repaired.

Some discussion was had regarding the status of the bathrooms.

It was agreed that the library would be closed on November 11, 1995 for Veteran's Day, but would remain open on Friday, November 10, 1995.

Peter and Carol provided updates regarding the Foundation Auction scheduled for October 14, 1995. Peter stated that there would be an open viewing of objects commencing at 4:30, and refreshments would be available at 5:00 p.m. A silent auction would take place at 6:00 p.m. and the regular auction would commence at 7:00 p.m.

Discussion was had regarding placing the Time-Life Record Collection into the auction as it has been removed from the shelves following small demand. The Trustees unanimously agreed that we should not sell any portion of that record collection separately or before the auction, but should make the entire Time-Life Jazz Collection available. Carol stated that the library presently possesses several old school desks from a prior donation and a Raleigh bicycle recently donated. These will be auctioned.

The Trustees unanimously agreed to spend $150.00 for the purchase of books from the Library of America and thereupon to receive a matching grant from the MacArthur Foundation of $100.00.

A brief discussion regarding the state construction grant and application process was had and it was decided to pass over the subject until the November 1, 1995 meeting, as the Foundation is focusing upon its October 14 auction and will have a separate meeting regarding the construction grant process on October 24, 1995 at the library at 7:30 p.m.

It was agreed that monthly meetings of the Trustees continue to occur on the first Wednesday of each month commencing at 7:15 p.m.

Carol reported that the CD-Rom encyclopedia had been ordered.

There being no further business, it was voted to adjourn the meeting at 8:40 p.m.

Daniel E. Shanahan

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BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEE MINUTES
SEPTEMBER 13, 1995

Daniel Shanahan, Chairman, called the meeting to order at 7:25 p.m. Trustees present were Peter MacLeod, Helen Madore and Carol Swiss, Librarian. The minutes of the June 7, 1995 meeting were reviewed and accepted. Carol Swiss proceeded with providing us with a Librarian's Report. She stated that the increase in circulation in August, 1995, from that of August, 1994 in the juvenile usage of the library was due to the presence of a Children's Librarian. Carol also stated that the Annual Report indicates that we circulated more items than the previous year despite the four month absence of a Children's Librarian. This was considered a very positive development considering some decrease in usage at other area libraries.

Discussion of repairs followed. It was suggested by the Trustees that Carol resolve the issue with the noisy motor in her office now and not wait until later on to address this issue along with the absence of air conditioners.

Carol also stated that the library has not purchased a new encyclopedia for two years and suggested that it was a good idea to now do so. Available to the library is a new set of encyclopedias and CD-ROM from Compton for approximately $400.00 or the Worldbook Encyclopedia for $100.00. The Trustees expressed a desire to purchase the Compton encyclopedia so as to provide CD-ROM access to encyclopedia users. The purchase proceeds for this encyclopedia will come from the Library trust fund.

Regarding personnel, Kerri Svenning is no longer employed at the library and is now attending college. Peter Moore may be leaving the library job, but that decision has not yet been made. Carol intends to assess the need to fill either or both of these two positions in the near future.

Carol reported that the summer reading programs went well. Carol also reported that Paula, Barbara and she attended a one-day workshop at Anna Maria College. The major subject of the workshop included inter-library loans, data bases of C.W. Mars, and use of the Internet.

There was a lengthy discussion of whether the library wanted to prepare documents and plans to apply for state aid for building addition/renovation. Carol stated that a Letter of Intent must be submitted by the library on or before December 15. The letter is fairly general but must specify the amount of money the library needs to complete its planned construction project. Also, the town must vote and approve the library's

request to receive money from non-municipal funds. We must also be in a position to provide various data regarding the library facility and land. Such data would include perc tests and other general construction information.

Peter thinks that it would be advisable to inquire of the Library Foundation to determine their interest in pursuing this funding effort, particularly in light of the Foundation's significant efforts of approximately 10 years ago. Discussion was had regarding ability to raise funds from private sources to finance this project, and whether the Foundation members and Trustee members would be willing to expend the effort and time to pursue the goal of an addition to the library. It was agreed that Peter would speak with members of the Foundation, with the expectation that a thorough discussion would occur in late October following the Foundation's auction.

Peter and I thought that moving the issue of funding/addition out into the public arena would be beneficial, and the process had to start at some time. Given the fact that other capital municipal needs are presently being addressed in town, it was expressed that this may now be a good time to put the library's interest/needs on the table alongside that of police station, town garage, and other proposed new/additional municipal facilities.

The Trustees agreed to generally wait until the Foundation further discusses the funding/addition issue in late October, but also to discuss the same at our next monthly meeting.

Discussion was had regarding the date and time of Trustee monthly meetings. Dan Shanahan requested that this item be tabled until the October, 1995 meeting so as to determine his new "family" schedule and availability for Wednesday evening meetings. The other Trustees present and Carol agreed to so table this issue.

Carol reported that the insurance company that insures the town facilities inspected the library and made several suggestions for repairs and improvements. Although none of the repairs or changes appear substantial, we all agreed that they must be addressed fairly quickly. Since a copy of the report was delivered to Don Parker, it was assumed that he would work with Carol to address the matters raised in the insurance report. A further report on this subject might be helpful during the next month meeting.

Peter provided an update on the Foundation auction scheduled for October 14, 1995 at Tahanto. Peter stated that the silent portion of the auction begins at 5:00 p.m. and the main auction will begin at 7:00 p.m. Refreshments are expected to be served between 6:00 and 7:00 p.m. Viewing at the auction should commence at 4:30 p.m.

Carol reported that no "rules" for use of the computer has been drafted by the library, as there has been little public request or demand for use of the computer, thereby requiring no rules regarding scheduling of time, time limits, and the like. It was suggested that a notice be published on the public access channel through Cindy Adams to make sure people are aware that the public has access to the new computer system. Dan Shanahan and Carol were to work together in notifying Cindy Adams and requesting that such a notice be included on the public access channel.

Carol also stated that she would contact State Mutual regarding their March, 1995 offer to deliver to us some used furniture for usage at the library. This matter had apparently been put on the back burner at State Mutual, but it is presently causing an uncertainty in final location of the new computer. We want to move on the issue of placing the computer in a more "public friendly" location and need some furniture to do so. Carol stated she would contact State Mutual before the next monthly meeting to determine the status of any gifts of furniture.

Carol also stated that there were two volunteers who are continuing to input data onto the new library computer.

Regarding meetings in which any Trustees or librarians may find advisable to attend in the near future, Carol stated that there was a meeting of the New England Library Association on the first Monday of October which she planned to attend. Dan Shanahan stated that he would check with his schedule to determine his availability to attend the meeting entitled "New Realities in Public Library Funding" at the Milford Town Library on October 14, 1995 between 9:00 a.m. and 3:00 p.m. He plans to attend that meeting if he is not already scheduled for something else that day. Peter also pointed cut a very valuable local group which we may be interested in joining forces. The June 20, 1995 issue of "Cracker Crumbs" referred to a Building Construction Support Group that had formed in the late spring and apparently is presently holding meetings on Mondays at the West Boylston Public Library. Dan Shanahan will contact Roe Waltos at the Millbury Public Library (865-1181) for further information regarding this group.

It was agreed that the next monthly meeting would take place on October 4, 1995 at 7:15 p.m. at the library.

With there being no other business, the meeting adjourned at 8:40 p.m.

Daniel E. Shanahan

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BOYLSTON PUBLIC LIBRARY

REPORT OF THE LIBRARY DIRECTOR TO THE TRUSTEES

JULY 1994 - JUNE 1995

Because the approval of the override to maintain library funding at the FY1994 level was so critical to the life of the library, all library supporters were in a state of mingled relief and exhaustion as the new fiscal year began. The library funding had to pass two tests: approval of the majority of voters by ballot and by vote of the town meeting of June 29, 1994. A special meeting of the Library Trustees was held in early July to review, re-group and shift gears to plan for the 90th birthday celebration of the library in October. (See Public Relations below.)

1. BUILDING, GROUNDS AND EQUIPMENT

The ramp presented maintenance problems. Raw wood showed through the stain; in October, Bob Seed and his children volunteered their time to re-stain the whole ramp. Although there was very little snow, the very first snowfall caused the treads in the ramp to be damaged by the shovelling. The rough edges and raised portions f the treads are unsightly and hazardous. After investigating alternative solutions, the least expensive was for Highway Superintendent Don Parker to purchase some similar material, remove the damaged treads and replace them - a lengthy job, which he did himself. The crew from the Highway Department is being asked to try to remove the snow horizontally and carefully.

Repair of the roof which had been damaged in January, 1994, was finally accomplished in Spring, 1995 by George Barnard, Inc. The long-standing problem of a noisy motor (connected to the heating system) in the Library Director's office was addressed this year and it was decided to replace the small motor after the end of the fiscal year.

A two-year state library construction program began. The director attended a workshop in the Eastern Region and was advised that all the "preparation" work necessary to have accomplished before applying for aconstruction grant has to be done again. Without a commitment of matching funds, the likelihood of a grant award does not seem promising. However, please note that the regulations are somewhat less stringent than the last construction grant round in 1988. The money does not have to be appropriated until after the award.

Regarding the current round: $25,000,000 was distributed this year; $60,000,000 had been requested. $20,000,000 will be awarded at the end of FY96. It was decided to look the situation over again at the time of the FY96 application process.

Repairs to the copy machine were extensive and expensive. A.B. Dick claims that the total number of copies made by the machine indicate that it still has life in it. However, that is a major expense that has to be faced before the end of the decade, unless the Finance Committee will appropriate money for it outside our budget, as was done for the present copier.

The most positive (even dramatic) development this past year was the acquisition of an IBM clone through a Regional grant from the state. The Massachusetts Board of Library Commissioners is pushing strongly (one of its goals) to have every library in the state connected so that there can be increased resource sharing and better information services.

Staff members received training from C/WMARS on using the computer to find materials in other libraries, and, on the last day of June, were trained in entering the Boylston Library materials into the data base. It has accelerated and improved our Inter-Library Loan service. The temporary set-up on a table must be replaced by appropriate furniture. A request went to Allmerica in February asking to be in their program which distributes furniture no longer in use there to non-profit organizations. We are on the "list."

2. Personnel

Immediately, at the beginning of July, we advertised for a children's librarian. Interviews were in early August and Mary Ann MacGee was hired. She started in September. The Friends had done a wonderful job of running the summer reading program, and Rene Voorhees, former children's librarian (1984) helped out by offering storytimes in August. However, the lack of a regular children's librarian, known to the young families, was reflected in circulation and attendance. Things began to pick up as patrons became acquainted with Mary Ann. However, at Thanksgiving she resigned to take a much more lucrative position as children's librarian in Gardner. Our ad at the beginning of December drew only two applications. Since one applicant was a former co-worker of mine, I asked Helen Madore and Joan Banks to sit in on the interviews. We felt unsure (unenthusiastic?) about the candidates, so asked the whole board of trustees to meet them. It was decided to advertise again. Joan and Helen gamely helped to interview the more promising applicants. Barbara Despres, a former teacher, with a master's in reading was selected. (Many thanks to Joan and Helen...)

Page Matt Cogswell left in February and was replaced by the only applicant, Peter Moore.

Two Regional orientation sessions for trustees were presented. Peter MacLeod, Dan Shanahan and Cathy Campbell attended.

3. The Collection

A major re-arrangement of the fiction shelves was accomplished by the library director. The goal was to separate mysteries from other fiction, and there was a deep weeding and serious cleaning of books and shelves, completed in August, 1994.

4. Programming

There was a program planned by the Book Discussion Group, in conjunction with reading Ride the Euphrates, about the Armenian massacre and Armenians in America. Dr. Martin Deranian spoke. Also, the Friends asked Junior High School student Melissa Skow to speak about her trip to Russian and Ukraine.

After Barbara's arrival, programs for children got back on track, and were very well done. Children and parents were enthusiastic; the monthly after-school programs were well-attended. Her experience and enthusiasm is great. (Whew!)

5. Policies

Goals and objectives were updated in December, 1994.

6. Public Relations

The public relations event of the decade was the 90th birthday celebration at Tower Hill. Attached (in the file) is the Newsletter capsule of the celebration. The minutes include many details of the planning. However, let it here be recorded that Sara Connor and Helen Madore did a masterful job in pulling it all together. We can hardly wait for the 100th!

In addition to posters and newspaper announcements, the library has used the community cable "Bulletin Board" frequently. In the Banner, a monthly column by Banner writer Letty Ridinger was the result of our request for a "regular" column. The children's librarian is publishing a monthly newsletter, "Children's Chatter." Starting in January a list of new adult books has been posted near the New York Times best-seller list. From the lack of comment, I would infer there has been a lack of notice; the monthly Banner column does include a few new acquisitions.

To our great disappointment, the wonderful talk by Bill Dupuis on the history of the library at the birthday celebration, was not recorded successfully. Peter MacLeod did a library segment for a cable "magazine" format show - still to be viewed.

7. The Future

The library budget received a welcome increase, which, with supplemental State Aid and some trust fund interest income, should see us through FY96 in good shape. In spite of several disastrous months in the Chilren's Room, circulation held its own against the preceding year. The final overall figures were almost identical. We surely hope for, at least, a modest increase next year. The reduction in circulation of the previous two years has affected the page jobs. There are fewer books to put away. We hope to get along with fewer page hours for awhile.

The two very significant developments which will have a tremendous impact on the library are covered in some detail above: the use of the computer as an information source and for its printing potential (i.e., catalog cards, posters). We should soon buy a Windows or Wordperfect program. Note that we have concentrated on C/WMARS functions, as we are obliged to do, because that is the major purpose of the grant to the Region which funded purchase of this hardware.

The other consideration, of course, is the addition/renovation project. The Board of Library Commissioners hopes to get annual funding from the legislature for construction grants. (They have been publicizing the deplorable condition of many libraries in th Commonwealth.) The possibility of money, however slight, means that the Board will have to consider carefully whether (and when) to undertake the monumental task of meeting the requirements to apply. Also, the mood of the community must be judged. With the needs of the Police Department and the Municipal Office Building on the front burner, and the desire for a new elementary school lurking in the wings, the needs of the library may be relegated to the back of the pack. Again.

Carol Swiss
Library Director

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES MINUTES

June 7, 1995

Peter MacLeod, Chairman, called the meeting to order at 7:15 p.m. Trustees present were Joan Banks, Sara Connor, Helen Madore, Dan Shanahan, and Carol Swiss, Librarian. The minutes of the May 3, 1995 meeting were reviewed and accepted.

Following the Treasurer's Report, Carol Swiss reported that she was one of eight local librarians invited to meet with Congressman Peter Blute in mid-May, 1995. She stated that communication from governmental agencies to the Boylston Library were very informative and of high quality, but somewhat tardy in their delivery to us. She stated that the Trustees should anticipate receiving form letters for signature and mailing to Congress in the near future regarding library concerns.

Carol also told us that the expense portion of the municipal budget for the library has been depleted due to increases in projected costs of repairs and a slightly higher than usual expenditure for the Children's Program. She further stated that she received a lower than anticipated bid for some of the roof repair and a higher bill than anticipated from Johnson Plumbing for faucet work.

Regarding recycling of paper products at the library, Carol reported that the Shrewsbury Library doesn't do anything regarding this, and that the Northboro Library does very little. Sara Connor suggested that we address any recycling concerns through the Town, as it is the Town which contracts with Waste Management for trash removal and/or recycling, and that any recycling issues should be addressed to that same contract. Joan Banks stated that she would talk to Margo regarding the subject. Carol stated that she would talk to Don Parker regarding the same.

Carol reported that the Friends of the Library Book Sale and Kids' Fair were successful on Memorial Day considering the threatening weather. She also reported that the Friends planned to take several helpers to lunch this coming Friday in appreciation of their work.

Dan Shanahan reported that the Planning Board has temporarily tabled its work on the Visioning Statement as the planning agency which has been hired by the Town to complete the Visioning Statement is now addressing concerns regarding the Town's interest in purchasing the Digital property. Dan Shanahan stated that he would follow-through with the Planning Board on the Visioning Statement.

Regarding the use, control, and thorough description of library trust funds, Carol reported that Donna and Gary Suter were unable to meet with the Trust Fund Sub-Committee until late July. Carol reported that it was her understanding that the trustees control the use of the interest earned from that portion of the Town trust funds which are attributable to library trust funds, and that the control issue related primarily to the payor and signatory to any trust check. The question was then raised whether it would be possible to remove from the Town's funds the principal attributable to library trust funds into investment fund(s) designated by the Trustees. Carol suggested that Donna seemed agreeable to such a transfer if requested, but only if the transfer went into a "traditional" fund and not into swampland in Florida.

It was agreed that the Trust Fund Sub-Committee (Catherine Campbell, Joan Banks, and Dan Shanahan) would speak and explore prospective traditional investment funds into which we might request deposit and isolation of library trust funds from those in which the Town has invested. Dan Shanahan will contact Joan Banks and Catherine Campbell to arrange for such a discussion.

Regarding the auction of October 14, 1995, Peter MacLeod stated that we should all receive shortly in the mail an auction notice form with instructions and information. The auction committee is also writing to many libraries throughout the country asking for gifts and/or donations for the auction.

Carol was authorized by the Trustees to purchase and have installed an air conditioner for the Children's Room and to attempt to hire a mechanic to repair the air conditioner upstairs.

Peter MacLeod gave a update on the library's cable TV show. He suggested that one topic for the show might be providing instructions on how to use the new computer program at the library.

Regarding the new library computer, Carol Swiss reported that the access to the public access terminal has been sped up. She stated that we presently do not have a WordPerfect program but will likely have to purchase the same for the new computer.

Carol will also be considering temporary rules for the use of the computer system with Paula. She expects to enact these new rules on a temporary basis and report back to us in September regarding their acceptability and the need for any changes or additions. Sara made a suggestion regarding using a sign-up sheet to reserve specific blocks of time.

Regarding the library becoming part of a national trust designation, Carol reported that Brenda Hollins was resigning her role in this process and that a new person would soon be taking over the documents regarding the application process. The application process for such a designation was described as chock full of paperwork, to such a degree that completion of all the paperwork and necessary background information for the same was considered more difficult than the acceptance process once the paperwork was received by the Persons of Consequence.

There were no outside meetings of which the Trustees or librarians were aware which merited attendance.

Elections of officers were held. The results were such that Catherine Campbell will likely rue the day she missed a trustee's meeting where elections were held. The following persons were elected to the following posts: Chairperson - Daniel Shanahan; Vice-Chairperson - Helen Madore; Secretary - Catherine Campbell; and Treasurer - Joan Banks.

A hearty expression of gratitude and thanks was extended to Peter MacLeod for the time and effort he committed to the library in his role as Chairperson for the past term.

There were no items to be discussed under either New Business or Old Business.

The next meeting was announced as scheduled for September 6, 1995 at 7:15 p.m.

The meeting was adjourned at 8:25 p.m.

Respectfully submitted,

Daniel E. Shanahan
Secretary-Designate for Meeting

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BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES MINUTES
May 3, 1995

Peter MacLeod, Chairman, called the meeting to order at 7:20 p.m. Trustees present were Joan Banks, Sara Connor, Helen Madore, Dan Shanahan, Cathy Campbell, and Carol Swiss, Librarian. The minutes of the April 5, 1995 meeting were accepted.

Carol Swiss reported that the permanent hardware has arrived for the C/W Mars system. The C/W Mars software will be loaded at a later time. It is still installed on the computer that has been used temporarily. Paula Peterson gave a Windows demonstration using the new computer.

Carol Swiss gave a maintenance update report. Don Parker from the highway department will fix the treads on the ramp. Barnard Roofing came and made necessary repairs. Carol has received quotes from Lamotte and Pioneer on the cost of fixing a furnace motor.

A letter will be sent out to all town residents, by the Library Foundation, detailing the plans for the upcoming Fall auction, which is to be held Saturday, October 14 at Tahanto High School.

Peter MacLeod reported that the library segment for the ten minute news magazine to be aired on cable will be out soon. The second segment is ready to be taped.

The annual Boylston Town Meeting will be held on Monday, May 8. All trustees are planning to attend.

The MLA's Annual Legislative Day will be held on Wednesday, May 10 at the state all. All trustees are invited to attend.

Discussion was had on implementing a policy regarding patron use of the C/W Mars computer as well as the creation of a "how to" pamphlet or sheet on the use of the system. This will be discussed at a future meeting.

Dan Shanahan made a motion to adjourn which was seconded by Sara Connor at 8:40 p.m. The next meeting will be held on June 7 at 7:15 p.m.

Respectfully submitted,

Catherine A. Campbell

Catherine A. Campbell

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES MINUTES
April 5, 1995

Peter MacLeod, Chairman, called the meeting to order at 7:15 p.m. Trustees present were Joan Banks, Sara Connor, Helen Madore, Dan Shanahan, Cathy Campbell, and Carol Swiss, Librarian. The minutes of the March 1, 1995 meeting were accepted.

Joan Shanahan, President of the Friends of the Boylston Library, was present and gave a report on the activities of the Friends. The Friends currently have 120 members. They sponsor many of the childrens activities throughout the year including a Halloween party, and visits by Santa and the Easter Bunny. There were ten graduates from the recent babysitting course they gave. The Friends have received an Arts Council grant for a theater arts group which will be performing in April. The Friends are also extremely active during the Memorial Day festivities, and sponsor a book sale.

Carol Swiss reported that the library has a new page, Peter Moore, who is a junior at Tahanto. She also provided the Trustees with the publication Children's Chatter which was put together by the new Children's Librarian, Barbara Connors Despres.

The Trustees voted to submit an amended requested budget of $89,935 to the finance committee.

Helen Madore, Carol Swiss and Cathy Campbell reported on their findings of the overdue fine structures of libraries in some of the surrounding communities. The board will take this information under advisement. The recently implemented changed video borrowing policy was discussed. Cathy Campbell made a motion to leave the policy as is through the summer. Joan Banks seconded the motion. It was voted and passed.

Cathy Campbell reported on the trust funds which the town holds. Donna Erickson, the town Treasurer and Gary Suter, the town accountant would like to meet with Carol Swiss, Joan Banks, Dan Shanahan, and Cathy Campbell at some time after the town meeting to discuss the various accounts which the library is involved with, and clarify the town's position on the Trustee's use of these funds.

A letter will be sent out to all town residents, by the Library Foundation, detailing the plans for the upcoming Fall auction. The auction will be held Saturday, October 14 at Tahanto High School.

Peter MacLeod reported that the library segment for the ten minute news magazine segment has been completed. He is looking for people who would be interested in participating in a future segment.

Joan Banks made a motion to adjourn which was seconded by Sara Connor at 8:40 p.m. The next meeting will be held on May 3 at 7:15 p.m.

Respectfully submitted,

Catherine A. Campbell

Catherine A. Campbell

BOYLSTON PUBLIC LIBRARY

BOARD OF TRUSTEES MINUTES

March 1, 1995

Peter MacLeod, Chairman, called the meeting to order at 7:20 p.m. Trustees present were Helen Madore, Dan Shanahan, Cathy Campbell, and Carol Swiss, Librarian. The minutes of the February 1, 1995 meeting were accepted.

Carol Swiss reported on library funds that the town holds for the library. An investment subcommittee was formed with Dan Shanahan and Cathy Campbell as members. They will try to ascertain how the town is investing this money and what potential uses the Trustees may have for this money.

Carol mentioned that we may want to reconsider our overdue fine structure. She reported that the West Boylston Library has eliminated fines and works on an donation system, which allows the patron to determine how much he/she wants to donate. Helen Madore will find out the overdue policies of the Berlin and Bolton libraries. Cathy Campbell will find out the overdue policies of the Marlboro, Northboro, Shrewsbury, Westboro and Worcester libraries.

Peter MacLeod reported that the Boylston Library Foundation Board of Directors met February 9 and organized committees for the upcoming Fall auction. The auction will be held Saturday, October 14 at Tahanto High School.

Dan Shanahan attended the Planning Board visioning meeting of February 27. He asked that their vision statement be amended to include the space needs of the library. He will continue to represent the library at future Planning Board meetings.

Peter MacLeod ask if anyone was interested in starring in a 10 minute news magazine segment he is producing for Channel 11, the Boylston community channel. It was also noted that The Banner is featuring a regular column on the Boylston Library.

The roofing contractor gave us an estimate of between $1500 and $2000 to get the roof caulked around the skylight. He feels that it is not imperative to have this done immediately.

Dan Shanahan made a motion to adjourn which was seconded by Cathy Campbell at 8:45 p.m. The next meeting will be held on April 5 at 7:15 p.m.

Respectfully submitted,

Catherine A. Campbell

Catherine A. Campbell
Secretary

BOYLSTON PUBLIC LIBRARY

BOARD OF TRUSTEES MINUTES

February 1, 1995

Peter MacLeod, Chairman, called the meeting to order at 7:20 p.m. Trustees present were Joan Banks, Sara Connor, Helen Madore, Dan Shanahan, Cathy Campbell, and Carol Swiss, Librarian. The minutes of the January 11, 1995 meeting were accepted.

Carol Swiss reported that the C/W MARS computer arrived last week, and is up and running. This system is to facilitate the Interlibrary Loan process. All new titles will be added to the system.

Barbara Connors Despres has been hired as Children's Librarian. She will start on February 4. The Trustees and Friends will hold a welcoming reception for Barbara from 10:00am - 11:00am Saturday, February 11.

Joan Banks made a motion to increase the Children's Librarian salary to $10.05 per hour. This was seconded by Sara Connor. It was voted and passed.

Sara Connor reported that the book discussion group was celebrating its seventh birthday.

The trustees will present the Library budget to the Finance Committee meeting Wednesday, February 22 at 7:30pm.

Peter MacLeod reported that the Boylston Library Foundation Board of Directors will meet Thursday, February 9 to organize committees for the upcoming Fall auction. The auction will be held Saturday, October 14 at Tahanto High School. The silent auction will begin at 5:00 and the regular auction will begin at 7:30. Peter also reported that, as of the second week in January, the Foundation had received over $4700 from its annual appeal.

The roofing contractor will give us estimates on the roof repair. The caulking around the skylight needs replacing. This is not an emergency situation. The heating contractor will give an estimate on the repair of the noisy heater motor. The garden club will expand the plantings around the flag pole this year.

Sara Connor made a motion to accept the new video return policy. Helen Madore seconded the motion. It was voted and passed.

Joan Banks made a motion to adjourn which was seconded by Cathy Campbell at 8:40 p.m. The next meeting will be held on March 1 at 7:15 p.m.

Respectfully submitted,

Catherine A. Campbell

Catherine A. Campbell
Secretary

BOYLSTON PUBLIC LIBRARY

BOARD OF TRUSTEES MINUTES

January 11, 1995

Peter MacLeod, Chairman, called this special meeting to order at 7:00 p.m. Trustees present were Joan Banks, Helen Madore, Cathy Campbell, Dan Shanahan and Carol Swiss, Librarian.

Two candidates for the children's librarian position were interviewed. It was decided that the position should be readvertised. Carol will place ads in the Coulter Press Publications; The Banner (serving Boylston and West Boylston), The Weekly Record (serving Shrewsbury, Northboro and Westboro), and the Daily Item. An ad will also be placed in the Telegram and Gazette. There will be an application deadline of January 31, 1995. We are looking for candidates who have a BA degree, experience with children's programs and library experience preferred.

Carol presented an idea for an amnesty program for the return of overdue videocassettes. The trustees felt this was a good idea. The policy for all overdue materials will be discussed at the next Trustees meeting.

The meeting adjourned at 9:10 p.m. The next meeting will be held on February 1 at 7:15 p.m.

Respectfully submitted,

Catherine A. Campbell

Catherine A. Campbell
Secretary

BOYLSTON PUBLIC LIBRARY

BOARD OF TRUSTEES MINUTES

January 4, 1995

Peter MacLeod, Chairman, called the meeting to order at 7:20 p.m. Trustees present were Joan Banks, Sara Connor, Helen Madore, Cathy Campbell, and Carol Swiss, Librarian. The minutes of the December 7, 1994 meeting were accepted.

Carol Swiss reported that there are two finalists for the children's librarian position. A special Board of Trustees meeting will be held on Wednesday, January 11 for final interviews. A member of the friends, who has young children, will be asked to sit in on the interviews.

Peter MacLeod reported that the Boylston Library Foundation board of directors will meet Monday, January 9 to discuss fund raising activities for the upcoming year.

Carol Swiss presented her FY95 budget. Joan Banks made a motion for the trustees to present the budget to the Finance Committee meeting Wednesday, February 22 at 7:30pm. Cathy Campbell seconded the motion. It was voted and passed.

It was agreed that we are not prepared to submit an application for state funding for an addition to our library, at this time. We will address the issued again, in the future.

Carol Swiss will seek estimates to repair the noisy furnace.

Helen Madore made a motion to adjourn which was seconded by Sara Connor at 8:40 p.m. The next regular meeting will be held on February 1 at 7:15 p.m.

Respectfully submitted,

Catherine A. Campbell

Catherine A. Campbell
Secretary

June 6, 1994

Summary of plans to celebrate the 90th anniversary of Boylston's Public Library.

When: Saturday, October 15,1994

Where: Tower Hill

What: An evening event including food and entertainment. Cost projected at $15 per person (100-120 tickets), with proceeds to benefit the Library Foundation.

Proposed schedule:

6:30 - 7:30	Hors d'oeuvres, wine or soda
7:30 - 8:30	Dinner (catered Italian buffet) Cake and coffee
8:30 - 9:00	Presentation (history, slides)

Needed: People willing to take charge of, or assist with, the following tasks:

1. Ticket printing.
2. Publicity.
3. Decorations.
4. Buying supplies, including beverages.
5. Making hors d'oeuvres.
6. Serving drinks and hors d'oeuvres.
7. Organizing entertainment.
8. Clean-up.

Organizational involvement to date:

In the fall of 1993, a committee was formed to begin planning for the celebration of the Library's 90th anniversary. This group includes Helen Madore, Sara Connor (Library Trustees), Florence Tobiesen Smith (Library Foundation), and Joyce Greenfield (Library Friends).

The use of space at Tower Hill has been donated by the Worcester Horticultural Society. The anniversary event will take place in the Great Hall and classroom space in the new building. A caterer has been chosen, at an approximate cost of $10 per person with a rebate of $1 pp as a donation from the caterer. The Friends of the Library have agreed to pay for the costs of heat and electricity, and the charge for lighting the candles of the chandelier in the Great Hall, for a total contribution between $200 to $300. The Library Foundation has agreed to act as the financial conduit to receive money from ticket sales and issue checks for payment of costs, such as the caterer's bill and supplies.

Since this event is envisioned as an occasion to commemorate the establishment of Boylston's Public Library, and not primarily a fund-raising event, we hope that organizations such as the Library Trustees and the Library Foundation will be able to contribute toward the costs of this celebration. Other town organizations such as the Historical Society and the Garden Club may also wish to contribute to the success of this event.

As a committee, we have worked diligently to create an opportunity for all of Boylston's citizens to come together to honor the Library's 90 years of service to our community. We welcome any suggestions, committee volunteers, and offers of assistance in the areas described above. We will need your help in order to give our library the birthday party it deserves!

Respectfully submitted,

Sara N B. Connor

Sara Connor, Library Trustee

copies to: Library Trustees
Library Foundation
Friends of the Library

LIBRARIAN'S REPORT

MONTH OF April 19 97

	BUDGET	REMAINING
Books & Periodicals	$17,000	2380.42
A/V	1,000	-2068.32
Supplies	2,125	-979.98
Equipment & Repair	2,500	238.99
Light	2,100	728.72
Telephone	750	121.93
Fuel	2,500	590.78
Travel, Training,Membership	700	480.32
Mailings	800	520.00
Water	70	-2.90
Total	$29,645	2009.96
Salaries	$64,310	13082.07

	Adult	Juvenile
Fiction	489	805
Non-Fiction	206	297
Periodicals	128	--
Records/Music Tapes/CD's	11	8
Videocassettes	292	414
Media/Spoken Cassettes	129	29
Multi-media	45	--
Pamphlets	1	--
Equipment	--	--
Other Puzzle	1	--
Total	1301	1553
Total - last month	1481	1484
Total - same month last year	1907	878
Reference questions	93	18
Use of meeting rooms	6	15
Attendance	38	85
Volunteer hours	57	14

TOWN OF BOYLSTON BUDGET RECOMMENDATIONS

		APPROPRIATED 1997	RECOMMENDED 1998	PERCENT CHANGE
	RIGHT TO KNOW COORDINATOR			
29.00	Expenses	90	90	0.00%
	TOTAL RIGHT TO KNOW COORDINATOR	90	90	0.00%
	TOTAL HEALTH AND SANITATION	47,988	48,664	1.41%
	HEALTH AND SANITATION % TO TOTAL	0.91%	0.84%	
	HIGHWAYS			
	GENERAL HIGHWAY DEPARTMENT			
30.00	Salaries and Wages	171,673	180,580	5.19%
30.10	Expenses	57,565	57,610	0.08%
	TOTAL GENERAL HIGHWAY	229,238	238,190	3.91%
	SAND AND SNOW EXPENSES			
31.00	Expenses	53,600	53,600	0.00%
	TOTAL SAND AND SNOW EXPENSE	53,600	53,600	0.00%
	TOTAL HIGHWAYS	282,838	291,790	3.17%
	HIGHWAYS % TO TOTAL	5.35%	5.03%	
	SOCIAL SERVICES			
	VETERAN'S SERVICES			
32.00	Salary	860	860	0.00%
32.10	Expenses	200	200	0.00%
32.20	Benefit Payments	3,500	3,500	0.00%
	TOTAL VETERAN'S SERVICES	4,560	4,560	0.00%
	LIBRARY			
33.00	Salaries and Wages	64,310	63,810	-0.78%
33.10	Expenses	29,645	34,270	15.60%
	TOTAL LIBRARY	93,955	98,080	4.39%
	CONSERVATION COMMISSION			
34.00	Clerical Wages	2,125	2,250	5.88%
34.10	Expenses	1,500	1,500	0.00%
34.20	Engineering Fees	1,500	1,500	0.00%
	TOTAL CONSERVATION COMMISSION	5,125	5,250	2.44%
	HISTORICAL COMMISSION			
35.00	Expenses	4,500	4,500	0.00%
35.10	Project Expenses	700	700	0.00%
	TOTAL HISTORICAL COMMISSION	5,200	5,200	0.00%

LIBRARIAN'S REPORT

MONTH OF March 19 97

	BUDGET	REMAINING
Books & Periodicals	$17,000	$3387.04
A/V	1,000	-1501.28
Supplies	2,125	- 489.59
Equipment & Repair	2,500	916.19
Light	2,100	966.60
Telephone	750	144.80
Fuel	2,500	900.54
Travel, Training,Membership	700	480.32
Mailings	800	520.00
Water	70	25.00
Total	$29,645	5405.71
Salaries	$64,310	18.837.76

	Adult	Juvenile
Fiction	535	760
Non-Fiction	211	283
Periodicals	160	--
Records/Music Tapes/CD's	12	3
Videocassettes	399	406
Media/Spoken Cassettes	135	--
Multi-media	--	32
Pamphlets	--	--
Equipment	--	--
Other CD/ROM	29	--
Total	1481	1507
Total - last month	1483	1507
Total - same month last year	2175	1014
Reference questions	53	12
Use of meeting rooms	4	14
Attendance	23	59
Volunteer hours	28	9

LIBRARIAN'S REPORT

MONTH OF February 19 97

	BUDGET	REMAINING
Books & Periodicals	$17,000	4,220.58
A/V	1,000	378.77
Supplies	2,125	--351.10
Equipment & Repair	2,500	973.41
Light	2,100	966.60
Telephone	750	198.66
Fuel	2,500	1124.92
Travel, Training,Membership	700	480.32
Mailings	800	520.00
Water	70	25.00
Total	$29,645	7,041.98
Salaries	$64,310	21,144.64

	Adult	Juvenile
Fiction	525	261
Non-Fiction	224	759
Periodicals	167	---
Records/Music Tapes/CD's	7	4
Videocassettes	398	454
Media/Spoken Cassettes	120	---
Multi-media	---	29
Pamphlets	----	----
Equipment	---	----
Other (CD ROM-41, Puzzle-1)	42	---
Total	1483	1507
Total - last month	1605	1656
Total - same month last year	2074	954
Reference questions	47	22
Use of meeting rooms	3	18
Attendance	30	167
Volunteer hours	75	11

LIBRARIAN'S REPORT

MONTH OF January 19 97

	BUDGET	REMAINING
Books & Periodicals	$17,000	5303.14
A/V	1,000	-775.61
Supplies	2,125	-116.76
Equipment & Repair	2,500	1148.41
Light	2,100	1100.04
Telephone	750	269.28
Fuel	2,500	1493.77
Travel, Training,Membership	700	480.32
Mailings	800	520.00
Water	70	40.00
Total	$29,645	9,418.63
Salaries	$64,310	24,780.72

	Adult	Juvenile
Fiction	530	818
Non-Fiction	217	370
Periodicals	208	1
Records/Music Tapes/CD's	19	9
Videocassettes	470	423
Media/Spoken Cassettes	133	-
Multi-media	-	34
Pamphlets	-	-
Equipment	-	-
Other ~~CD Roms~~	28	-
Total	1605	1661
Total - last month	1099	911
Total - same month last year	2019	874
Reference questions	63	17
Use of meeting rooms	6	10
Attendance	41	121
Volunteer hours	71	16½

LIBRARIAN'S REPORT

MONTH OF December 19 96

	BUDGET	REMAINING
Books & Periodicals	$17,000	$5,835.26
A/V	1,000	-790.58
Supplies	2,125	85.89
Equipment & Repair	2,500	1,373.41
Light	2,100	1,226.52
Telephone	750	365.62
Fuel	2,500	1,853.60
Travel, Training,Membership	700	609.32
Mailings	800	520.00
Water	70	40.00
Total	$29,645	$11,022.42
Salaries	$64,310	$33,850.66

	Adult	Juvenile
Fiction	407	437
Non-Fiction	128	132
Periodicals	100	
Records/Music Tapes/CD's	13	11
Videocassettes	338	321
Media/Spoken Cassettes	85	
Multi-media		10
Pamphlets		
Equipment		
Other	28	
Total	1,099	911
Total - last month	1,375	1,656
Total - same month last year	1,897	616
Reference questions	31	19
Use of meeting rooms	7	8
Attendance	130+	94
Volunteer hours	45	5

LIBRARIAN'S REPORT

MONTH OF November 19 96

	BUDGET	REMAINING
Books & Periodicals	$17,000	$ 6,680.52
A/V	1,000	-339.17
Supplies	2,125	120.59
Equipment & Repair	2,500	1,651.63
Light	2,100	1,329.64
Telephone	750	430.31
Fuel	2,500	2,154.19
Travel, Training,Membership	700	664.92
Mailings	800	520.00
Water	70	55.00
Total	$29,645	$13,283.33
Salaries	$64,310	$38,852.35

	Adult	Juvenile
Fiction	477	899
Non-Fiction	173	220
Periodicals	139	0
Records/Music Tapes/CD's	36	11
Videocassettes	441	506
Media/Spoken Cassettes	109	
Multi-media		20
Pamphlets		
Equipment		
Other ~~CD-Roms~~	36	
Total	1,375	1,656
Total - last month	1,403	1,561
Total - same month last year	1,666	797
Reference questions	33	12
Use of meeting rooms	5	10
Attendance	30	121
Volunteer hours	55	14

LIBRARIAN'S REPORT

MONTH OF September 19 96

	BUDGET	REMAINING
Books & Periodicals	$17,000	$ 9,825.45
A/V	1,000	371.26
Supplies	2,125	616.88
Equipment & Repair	2,500	2,217.85
Light	2,100	1,740.56
Telephone	750	559.84
Fuel	2,500	2,500.00
Travel, Training,Membership	700	700.00
Mailings	800	600.00
Water	70	55.00
Total	$29,645	$19,186.87
Salaries	$64,310	$48,733.60

	Adult	Juvenile
Fiction	429	836
Non-Fiction	205	206
Periodicals	137	8
Records/Music Tapes/CD's	10	2
Videocassettes	296	307
Media/Spoken Cassettes	133	
Multi-media		27
Pamphlets		
Equipment		
Other		
Total	1,210	1,386
Total - last month	1,533	1,389
Total - same month last year	1,759	968
Reference questions	29	6
Use of meeting rooms	4	7
Attendance	36	97
Volunteer hours	61½	3

LIBRARIAN'S REPORT

MONTH OF August 19 96

	BUDGET	REMAINING
Books & Periodicals	$17,000	$11,707.72
A/V	1,000	667.31
Supplies	2,125	704.23
Equipment & Repair	2,500	2,217.88
Light	2,100	1,740.56
Telephone	750	624.81
Fuel	2,500	2,500.00
Travel, Training,Membership	700	700.00
Mailings	800	600.00
Water	70	70.00
Total	$29,645	$21,532.51
Salaries	$64,310	$53,412.53

	Adult	Juvenile
Fiction	601	775
Non-Fiction	226	194
Periodicals	142	0
Records/Music Tapes/CD's	11	1
Videocassettes	404	394
Media/Spoken Cassettes	132	0
Multi-media	0	25
Pamphlets	0	0
Equipment	2	0
Other CD-Roms	15	
Total	1,533	1,389
Total - last month	1,690	2,239
Total - same month last year	2,134	1,344
Reference questions	35	2
Use of meeting rooms	1	12
Attendance	6	372
Volunteer hours	56½	6

BOYLSTON PUBLIC LIBRARY

REPORT OF THE LIBRARY DIRECTOR TO THE TRUSTEES

JULY 1995 - JUNE 1996

This was the second round of a two year state building construction grant and the Trustees gave serious and lengthy consideration to submitting an application. However, it was reluctantly concluded that the obstacles were overwhelming. The plans for the addition (owned by architect Mark Mitchell) need expensive updating, or, totally new drawings are needed at even greater expense (and they would require a longer time to prepare; the procedure, in brief, is as follows: Do a building needs study, advertise for architectural services and meet the state requirements for designer selection, recruit leadership and form a building committee if the building needs study committee per se does not continue in this capacity...). We would need to prove community support, and, if lucky enough to be one of the rare libraries in our population group to receive the roughly 50% grant, convince the town to vote the remaining 50% in less than a year. Although the long-range plan of the Mass. Board of Library Commissioners is emphasizing technology for the next three years, Lucille Hicks of Wayland subsequently introduced a bill for the state to continue funding library construction. Both bills died at the end of the session, so the MBLC will be pushing for passage of the technology bill next year.

1. BUILDING, GROUNDS AND EQUIPMENT

It was not a good year for the building, grounds and equipment. The roof sprung a serious leak in the winter and a furnace valve leaked, creating a mess in the director's office. A long-time annoyance in that office was eliminated by replacing the motor on the intake baffle, a terrific improvement. The grounds took a beating from weather and grubs, and the ramp continues to be a major eyesore and perhaps a hazard. Don Parker is to remove all the treads and paint it, adding sand. It needs staining again - the supplies are on hand and await a convenient time for a volunteer crew.

The staff was trained last summer on some of the functions of the new computer and it has been used to input our collection in the data base and to catalog materials, in addition to Inter-Library Loan through C/WMARS. The staff looks forward to the new Pentium 90 to be provided by the state to enable Massachusetts residents to have access to the Internet.

The new technology has affected the staff workload greatly, for good and for ill, and all public librarians are crying for more training.

Because of anticipating the newer computer, we have continued with our makeshift furniture "module", but hope to set up a more satisfactory and attractive arrangement soon.

A volunteer has offered to refinish the smaller desk next winter, and I recommend that Paula Peterson's desk be refinished, even if it is somewhat costly.

2. PERSONNEL

Page Keri Svenning left for college and Peter Moore resigned in December. We recruited Chris Connolly in February and have not yet replaced the open position.

The volunteers have put in the largest number of hours ever because the task of entering our collection into the data base has taken - and will take - a considerable amount of extra time.

Barbara Despres completed her first year as Children's Librarian in February. She has taken on much more work than can be accomplished in the hours for which she is paid. She initiated a monthly children's room newsletter ("Children's Chatter") and hastaken the initiative on many new projects and programs.

Paula Peterson continues her capable handling of the adult department. Inter-library Loan has become much more time consuming because of the growth of requests for materials from other libraries since we became an On-Line Affiliate of C/WMARS. Paula passed her twentieth anniversary of working at the library this year.

3. THE COLLECTION

Grace Hedlund completed the inventory in the Children's Room and has begun the adult department fiction inventory.

At the instigation of Regional Consultant Janice Charbonneau, the Reference collection was weeded and shelf space reduced to permit the periodicals to be shelved in the Reference Room.

The children's videos were moved to the Children's Room, as was the 10 year-old Apple II GS computer.

The 10 new Library of America books, purchased from trust funds with a matching grant from the MacArthur Foundation, are on the shelves. The addition of CD-ROMS to the collection will be accomplished next year.

4. PROGRAMMING

The Boylston Public Library Foundation, Inc. tackled a major money-raising project once again, an auction in October. A tremendous amount of work went into this venture, but attendance was poor.

The Friends of the Library inaugurated a mystery dinner theater production, which proved very popular. The Friends hope to make this an annual cr biennial event.

The Friends brought the Hampstead Players to town during spring vacation, and sponsored a "Fun With Science" program on a release day. They continue to subsidize registration for the Red Cross Babysitting course, given by an outside trainer at the elementary school.

5. POLICIES

Goals and objectives were updated in December, 1995. Temporary policies for the use of the C/WMARS computer are still in effect, as use by the public has been disappointing. Therefore, hard and fast rules about the limits on time and type of uses have not yet been necessary.

6. PUBLIC RELATIONS

The children's programs, both "regular" and special generated good publicity. Barbara Despres submits her own articles to the newspapers and produces flyers for distribution to the public and through the school, as do the Friends for their programs.

The library Newsletter went out in early fall and mid-winter.

Several classes came to the library and were addressed by Paula Peterson. Barbara visited each class at the elementary school twice to tell them about upcoming programs.

7. THE FUTURE

Technology is not only in our future, it is here. Before we invested in Windows 95 (as mentioned in last year's report), we were informed that we could receive a Pentium 90 computer through an MLIN grant, a proposal approved by the Trustees. This is to have Windows 95 installed already. The goal of this grant is that libraries be the equalizers for access to the information highway. However, all libraries are expressing the need for more staff training and staff time to familiarize librarians with the many options now available on-line. The response to our invitations to use the Public Access catalog to look up the location of materials has not been overwhelming. Perhaps the attraction of joining a chat group or searching out one's own information will be greater. Policies to monitor this will be discussed as we feel our way along.

The totalre-alignment and composition of the Region has been in the planning stage and we will see the results in 1997 or 1998. Regional services will be available to all types of libraries, not just public libraries. It is too soon to tell what effect this will have on small public libraries.

Carol Swiss

LIBRARIAN'S REPORT

MONTH OF June 1996

	BUDGET	REMAINING
Books & Periodicals	$16,880	$1,212.21
A/V	1,000	-1,913.07
Supplies	2,000	- 520.52
Equipment & Repair	2,500	- 204.02
Light	2,100	508.10
Telephone	750	19.55
Fuel	2,500	604.68
Travel, Training,Membership	700	256.97
Mailings	800	30.00
Water	70	6.10
Total	$29,300	$ - 0 -
Salaries	$60,635	$ 5.28

	Adult	Juvenile
Fiction	591	623
Non-Fiction	196	282
Periodicals	132	5
Records/Music Tapes/CD's	21	3
Videocassettes	358	356
Media/Spoken Cassettes	124	11
Multi-media		
Pamphlets		
Equipment		
Other		
Total	1,422	1,280
Total - last month	1,551	1,020
Total - same month last year	1,939	938
Reference questions	36	6
Use of meeting rooms	2	1
Attendance	32	24
Volunteer hours	60	2

LIBRARIAN'S REPORT

MONTH OF May 19 96

	BUDGET	REMAINING
Books & Periodicals	$16,880	$ 1,664.78
A/V	1,000	-1,758.59
Supplies	2,000	-246.20
Equipment & Repair	2,500	252.61
Light	2,100	682.22
Telephone	750	88.07
Fuel	2,500	604.68
Travel, Training,Membership	700	524.07
Mailings	800	30.00
Water	70	6.10
Total	$29,300	$ 1,613.46
Salaries	$60,635	$ 5,896.20

	Adult	Juvenile
Fiction	579	781
Non-Fiction	221	189
Periodicals	138	2
Records/Music Tapes/CD's	9	3
Videocassettes	466	31
Media/Spoken Cassettes	136	
Multi-media		14
Pamphlets		
Equipment		
Other		
Total	1,551	1,020
Total - last month	1,907	878
Total - same month last year	1,798	1,018
Reference questions	53	6
Use of meeting rooms	4	7
Attendance	31	64
Volunteer hours	114	16

LIBRARIAN'S REPORT

MONTH OF January 1992

	BUDGET	REMAINING
Books & Periodicals	$13,480	$3,395.76
A/V	1,000	-93.62
Supplies	2,000	867.74
Equipment & Repair	3,000	1,188.80
Light	2,000	950.11
Telephone	600	182.24
Fuel	3,500	2,883.33
Travel/Training/Membership	700	372.22
Programs & Printing	250	100.00
Mailings	800	9.00
Water	70	39.30
Bond	100	100.00
Total	$27,500	$9,906.60
Salaries	$55,775	$23,811.98

Budget items can be lumped together – can cover costs from other accts.

	Adult	Juvenile
Fiction	617	676
Non-Fiction	390	250
Periodicals	217	5
Records/Music Tapes/CD's	27	
Videocassettes	785	
Media/Spoken Cassettes	36	10
Multi-media		12
Pamphlets		
Equipment	1	
Other		
Total	2,073	1,017
Total - last month	1,591	771
Total - same month last year	2,016	1,375
Reference questions	120	30
Use of meeting rooms	5	
Attendance	46	
Volunteer hours	32	8

LIBRARIAN'S REPORT

MONTH OF April 19 96

	BUDGET	REMAINING
Books & Periodicals	$16,880	$ 2,313.74
A/V	1,000	-1,461.97
Supplies	2,000	- 140.11
Equipment & Repair	2,500	272.61
Light	2,100	785.98
Telephone	750	161.21
Fuel	2,500	701.06
Travel, Training,Membership	700	524.07
Mailings	800	30.00
Water	70	21.10
Total	$29,300	$ 2,989.87
Salaries	$60,635	$10,650.22

	Adult	Juvenile
Fiction	562	659
Non-Fiction	255	171
Periodicals	129	2
Records/Music Tapes/CD's	14	10
Videocassettes	777	
Media/Spoken Cassettes	170	
Multi-media		35
Pamphlets		
Equipment		
Other		
Total	1,907	878
Total - last month	2,175	1,014
Total - same month last year	1,886	844
Reference questions	101	17
Use of meeting rooms	7	6
Attendance	53	151
Volunteer hours	71	11

LIBRARIAN'S REPORT

MONTH OF March 19 96

	BUDGET	REMAINING
Books & Periodicals	$16,880	$ 2,856.55
A/V	1,000	-1,146.74
Supplies	2,000	-92.76
Equipment & Repair	2,500	622.61
Light	2,100	927.50
Telephone	750	213.58
Fuel	2,500	1,069.33
Travel, Training,Membership	700	524.07
Mailings	800	30.00
Water	70	21.10
Total	$29,300	$ 4,866.92
Salaries	$60,635	$15,389.36

	Adult	Juvenile
Fiction	572	686
Non-Fiction	292	280
Periodicals	137	3
Records/Music Tapes/CD's	22	2
Videocassettes	1,005	
Media/Spoken Cassettes	147	
Multi-media		43
Pamphlets		
Equipment		
Other		
Total	2,175	1,014
Total - last month	2,074	954
Total - same month last year	2,180	1,050
Reference questions	83	27
Use of meeting rooms	7	19
Attendance	44	79
Volunteer hours	61	7

LIBRARIAN'S REPORT

MONTH OF February 19 96

	BUDGET	REMAINING
Books & Periodicals	$16,880	$ 3,478.19
A/V	1,000	-956.65
Supplies	2,000	192.34
Equipment & Repair	2,500	790.61
Light	2,100	1,041.88
Telephone	750	282.81
Fuel	2,500	1,394.31
Travel, Training,Membership	700	524.07
Mailings	800	30.00
Water	70	21.10
Total	$29,300	$ 6,640.24
Salaries	$60,635	$20,367.98

	Adult	Juvenile	
Fiction	575	675	
Non-Fiction	308	251	
Periodicals	137	1	
Records/Music Tapes/CD's	24	7	
Videocassettes	881		
Media/Spoken Cassettes	146		
Multi-media		21	
Pamphlets			
Equipment	1		
Other (Software)	2		
Total	2,074	954	
Total - last month	2,019	874	
Total - same month last year	1,658	602	
Reference questions	71	14	
Use of meeting rooms	5	12	
Attendance	41	102	(includes 30 adults)
Volunteer hours	44	16	

LIBRARIAN'S REPORT

MONTH OF January 19 96

	BUDGET	REMAINING
Books & Periodicals	$16,880	$ 4,318.26
A/V	1,000	-303.10
Supplies	2,000	255.19
Equipment & Repair	2,500	790.61
Light	2,100	1,164.52
Telephone	750	343.22
Fuel	2,500	1,656.80
Travel, Training,Membership	700	524.07
Mailings	800	30.00
Water	70	36.10
Total	$29,300	$ 8,656.65
Salaries	$60,635	$25,082.11

	Adult	Juvenile
Fiction	582	558
Non-Fiction	319	299
Periodicals	136	1
Records/Music Tapes/CD's	9	
Videocassettes	854	
Media/Spoken Cassettes	119	
Multi-media		8
Pamphlets		
Equipment		
Other		
Total	2,019	874
Total - last month	1,896	616
Total - same month last year	1,967	862
Reference questions	67	12
Use of meeting rooms	4	2
Attendance	34	16
Volunteer hours	54	18

BOYLSTON PUBLIC LIBRARY

REPORT OF THE LIBRARY DIRECTOR TO THE TRUSTEES

JULY 1994 - JUNE 1995

Because the approval of the override to maintain library funding at the FY1994 level was so critical to the life of the library, all library supporters were in a state of mingled relief and exhaustion as the new fiscal year began. The library funding had to pass two tests: approval of the majority of voters by ballot and by vote of the town meeting of June 29, 1994. A special meeting of the Library Trustees was held in early July to review, re-group and shift gears to plan for the 90th birthday celebration of the library in October. (See Public Relations below.)

1. BUILDING, GROUNDS AND EQUIPMENT

The ramp presented maintenance problems. Raw wood showed through the stain; in October, Bob Seed and his children volunteered their time to re-stain the whole ramp. Although there was very little snow, the very first snowfall caused the treads in the ramp to be damaged by the shovelling. The rough edges and raised portions f the treads are unsightly and hazardous. After investigating alternative solutions, the least expensive was for Highway Superintendent Don Parker to purchase some similar material, remove the damaged treads and replace them - a lengthy job, which he did himself. The crew from the Highway Department is being asked to try to remove the snow horizontally and carefully.

Repair of the roof which had been damaged in January, 1994, was finally accomplished in Spring, 1995 by George Barnard, Inc. The long-standing problem of a noisy motor (connected to the heating system) in the Library Director's office was addressed this year and it was decided to replace the small motor after the end of the fiscal year.

A two-year state library construction program began. The director attended a workshop in the Eastern Region and was advised that all the "preparation" work necessary to have accomplished before applying for aconstruction grant has to be done again. Without a commitment of matching funds, the likelihood of a grant award does not seem promising. However, please note that the regulations are somewhat less stringent than the last construction grant round in 1988. The money does not have to be appropriated until after the award.

Regarding the current round: $25,000,000 was distributed this year; $60,000,000 had been requested. $20,000,000 will be awarded at the end of FY96. It was decided to look the situation over again at the time of the FY96 application process.

Repairs to the copy machine were extensive and expensive. A.B. Dick claims that the total number of copies made by the machine indicate that it still has life in it. However, that is a major expense that has to be faced before the end of the decade, unless the Finance Committee will appropriate money for it outside our budget, as was done for the present copier.

The most positive (even dramatic) development this past year was the acquisition of an IBM clone through a Regional grant from the state. The Massachusetts Board of Library Commissioners is pushing strongly (one of its goals) to have every library in the state connected so that there can be increased resource sharing and better information services.

Staff members received training from C/WMARS on using the computer to find materials in other libraries, and, on the last day of June, were trained in entering the Boylston Library materials into the data base. It has accelerated and improved our Inter-Library Loan service. The temporary set-up on a table must be replaced by appropriate furniture. A request went to Allmerica in February asking to be in their program which distributes furniture no longer in use there to non-profit organizations. We are on the "list."

2. Personnel

Immediately, at the beginning of July, we advertised for a children's librarian. Interviews were in early August and Mary Ann MacGee was hired. She started in September. The Friends had done a wonderful job of running the summer reading program, and Rene Voorhees, former children's librarian (1984) helped out by offering storytimes in August. However, the lack of a regular children's librarian, known to the young families, was reflected in circulation and attendance. Things began to pick up as patrons became acquainted with Mary Ann. However, at Thanksgiving she resigned to take a much more lucrative position as children's librarian in Gardner. Our ad at the beginning of December drew only two applications. Since one applicant was a former co-worker of mine, I asked Helen Madore and Joan Banks to sit in on the interviews. We felt unsure (unenthusiastic?) about the candidates, so asked the whole board of trustees to meet them. It was decided to advertise again. Joan and Helen gamely helped to interview the more promising applicants. Barbara Despres, a former teacher, with a master's in reading was selected. (Many thanks to Joan and Helen...)

Page Matt Cogswell left in February and was replaced by the only applicant, Peter Moore.

Two Regional orientation sessions for trustees were presented. Peter MacLeod, Dan Shanahan and Cathy Campbell attended.

3. The Collection

A major re-arrangement of the fiction shelves was accomplished by the library director. The goal was to separate mysteries from other fiction, and there was a deep weeding and serious cleaning of books and shelves, completed in August, 1994.

4. Programming

There was a program planned by the Book Discussion Group, in conjunction with reading Ride the Euphrates, about the Armenian massacre and Armenians in America. Dr. Martin Deranian spoke. Also, the Friends asked Junior High School student Melissa Skow to speak about her trip to Russian and Ukraine.

After Barbara's arrival, programs for children got back on track, and were very well done. Children and parents were enthusiastic; the monthly after-school programs were well-attended. Her experience and enthusiasm is great. (Whew!)

5. Policies

Goals and objectives were updated in December, 1994.

6. Public Relations

The public relations event of the decade was the 90th birthday celebration at Tower Hill. Attached (in the file) is the Newsletter capsule of the celebration. The minutes include many details of the planning. However, let it here be recorded that Sara Connor and Helen Madore did a masterful job in pulling it all together. We can hardly wait for the 100th!

In addition to posters and newspaper announcements, the library has used the community cable "Bulletin Board" frequently. In the Banner, a monthly column by Banner writer Letty Ridinger was the result of our request for a "regular" column. The children's librarian is publishing a monthly newsletter, "Children's Chatter." Starting in January a list of new adult books has been posted near the New York Times best-seller list. From the lack of comment, I would infer there has been a lack of notice; the monthly Banner column does include a few new acquisitions.

To our great disappointment, the wonderful talk by Bill Dupuis on the history of the library at the birthday celebration, was not recorded successfully. Peter MacLeod did a library segment for a cable "magazine" format show - still to be viewed.

7. The Future

The library budget received a welcome increase, which, with supplemental State Aid and some trust fund interest income, should see us through FY96 in good shape. In spite of several disastrous months in the Chilren's Room, circulation held its own against the preceding year. The final overall figures were almost identical. We surely hope for, at least, a modest increase next year. The reduction in circulation of the previous two years has affected the page jobs. There are fewer books to put away. We hope to get along with fewer page hours for awhile.

The two very significant developments which will have a tremendous impact on the library are covered in some detail above: the use of the computer as an information source and for its printing potential (i.e., catalog cards, posters). We should soon buy a Windows or Wordperfect program. Note that we have concentrated on C/WMARS functions, as we are obliged to do, because that is the major purpose of the grant to the Region which funded purchase of this hardware.

The other consideration, of course, is the addition/renovation project. The Board of Library Commissioners hopes to get annual funding from the legislature for construction grants. (They have been publicizing the deplorable condition of many libraries in th Commonwealth.) The possibility of money, however slight, means that the Board will have to consider carefully whether (and when) to undertake the monumental task of meeting the requirements to apply. Also, the mood of the community must be judged. With the needs of the Police Department and the Municipal Office Building on the front burner, and the desire for a new elementary school lurking in the wings, the needs of the library may be relegated to the back of the pack. Again.

Carol Swiss
Library Director

BOYLSTON PUBLIC LIBRARY

REPORT OF THE LIBRARY DIRECTOR TO THE TRUSTEES

JULY 1993 - JUNE 1994

1. Finance and Public Relations - The Year of the Override

Our usual public relations efforts were dwarfed by intense media coverage in the last quarter of the year. Copies of each article may be found in the library scrapbook. Here is a brief synopsis of the events: In late March, the Fin Com, after requesting budget proposals 10% under the allocation of the previous year, announced cuts for most departments and a crippling cut of approximately 80% for the library. The Board of Trustees and Library Director reluctantly concluded that service would be impossible, and that such a cut would make it necessary to close the library. At the meeting of department heads with the Fin Com in March, the wisest course seemed to be to "bundle" all the departmental shortfalls together and ask the townspeople for one override vote. The Friends of the Library transformed themselves into the "Friends of Boylston". They sought money and subsidized the cost of lawn signs and they produced a brochure explaining the need for the override. There was also a telephone campaign. The selectmen sponsored 2 cable TV programs to explain the warrant articles and the override vote to the community.

In spite of these strong efforts, the override failed by a very small number. At a meeting two days later, the Selectmen voted to "unbundle" the departmental requests and put each department's needs to a separate vote. Once again, the Friends of The Library swung into action.

When library boards and directors in nearby towns realized what might occur, they soon implemented a recommendation made previously by CMRLS: That a policy be in place addressing whether to continue to serve out-of-town borrowers if the hometown library cannot reciprocate. Reciprocal borrowing is a very important criterion. One by one, the boards in West Boylston, Northboro, Shrewsbury, Sterling and Worcester Public Library voted not to serve. Most of the policies used terms like "Drastic reduction of services" rather than "Certification by the state". Their decisions received very noticeable attention in the local newspapers.

At the end of June, the library (alone of the departments) carried the day, although not by a wide margin. Two days later, the postponed Town Meeting confirmed the decision of the voters. (Overrides must pass both by ballot and by local governing body, in this case, the Town Meeting.)

Total LIG/MEG Funds were $3,256.

2. Building, Grounds and Equipment

It was anticipated that a decorative planting by Tower Hill and the Boylston Garden Club to soften the appearance of the ramp would be done during the past year. Sod was placed temporarily to improve the looks of the area around the ramp's foundation. The planting of the shrub at the end of the ramp was postponed until October 16, 1994, when it will be included ceremoniously in the daytime celebration of the library's 90th birthday.

Students from Assabet Valley came in the spring and painted the Children's Room, Director's Office and cellar floor, as well as the end panels of the stacks in the Adult Department.

The heating system required a new circulator motor.

The Friends of The Library purchased an IBM typewriter through the state purchasing list - an excellent machine at an excellent price.

3. Personnel

On June 30, Childrens' Librarian Rosemary Wolff departed after almost six years in the position. The Friends of The Library had a reception for her. Peggy Nugent, a former page, started in late June to fill in some hours, as the search for a successor could not begin before July 1, 1994.

Library Director Carol Swiss was hospitalized twice in this fiscal year, wreaking havoc on the salary budget. Paula Peterson ably filled in. She is an hourly employee, and the cost of all these extra hours is considerable. Fortunately, the LIG/MEG money (State Aid) took care of the shortfall of $700.

4. The Collection

The Audio/Visual collection was greatly enhanced, thanks to the Federal LSCA Title I Grant of $2,000. The money purchased new audiocassettes for both adult and childrens' department and a small number of CD's.

5. Programming

The children's programs continued with series in the fall, late winter/spring and in the summer. Separate weekly programs during the blocks of time are for 2, 3 and 4 year olds. Monthly programs for K - 3 have been popular. The Friends brought Sparky's Puppets and "Tales of Sea and Shore" with Tony Toledo to initiate and conclude the 1993 summer reading club.

A Native American medicin man presented a program for adults, which was very well attended, and another program for children. Dave Ludt of Calliope Theater spoke on Shakespeare twice and brought in a large and enthusiastic audience. He was sponsored by the Boylston Book Discussion Group with a stipend provided by Trust Funds.

6. Policies

Let it be noted that the Library Board of Directors reviewed and updated library policies during this fiscal year.

7. The Future

Because of the town's financial situa tion, it is difficult to look beyond June 30, 1995. We must do so in order to plan adequately for the rest of this decade, and we are grateful for the indominatable optimism of the Boylston Public Library Foundation. Their holiday appeal letter brought in the largest amount of money yet ; over $5,000.

The staff is busier each year, but circulation took a disappointing dip this past year. What are we not doing? What can we do better? Is this a valid indication of service?

There have been remarkable technological break-throughs in recent years. The wonders of having a system that spews forth "overdue notices" automatically (for a rather limited reward) may be dwarfed by demand for public access to Internet.

The conclusion of last year's annual report of the Library Director to the Trustees predicted the forthcoming town budget problems and override request (per the Fin Com). It is unsettling to think about more of the same. However, a shortage of town funds permits only unmandated services to be reduced. Judging from the "trash" vote, people refuse to recognize that override tax funds are "earmarked" for one year only and they are resentful if the same unmandated service comes up short on funds again. Let us hope for the best!

Carol Swiss
Library Director

9/6/94

AGENDAS

BOYLSTON LIBRARY TRUSTEES
AGENDA FOR MEETING OF FEBRUARY 5, 1997

Signing of bills

Call to Order

Approval of Minutes of January 8, 1997 Meeting

Discussion of Preparation of Minutes of January 29, 1997

Treasurer's Report 10,784.86 - includes C D's

Assistant Library Director's Report

Discussion of and Possible Decisions Regarding Director's Candidate Interviews of January 29, 1997

Old Business -

New Business
Advertising for candidate for Director's position
Discussion of new candidate's application
Discussion of information from colleges/universities with library programs

Reminder regarding Finance Committee Meeting of Feb. 18, 1997
Time? Location?

Open Discussion

Adjourn

Send thank Tahanto-personal

next mtg March 5, 7:15

BOYLSTON PUBLIC LIBRARY
MEETING OF BOARD OF TRUSTEES
January 8, 1997

- AGENDA -

Singing of bills, etc.

Call to order

Correspondence - from Helen Madore

Approval of minutes of December 4, 1996

Treasurer's report - Joan Banks 4088.13

Librarian's report

Old Business

New Business
Golf Report Found need 130-132 golfers
Capital expenditures for budget — replace '90 computer 7/98
July 96 " 7/99
Laserjet printer '97 600 -
furniture - Comp. table
future, roof repair Lincoln
need new flag
ask Naughton

Adjournment

NEXT MEETING Feb. 5
7:15

Tues. Feb 18, 7:45 Budget Hearing

Town Mtg. Feb 3
2nd Monday May

Cookies

Contact Erica F H.

[illegible] or cake

[illegible] for [illegible]

[illegible] & holders. -K

Gift - clock - Don't buy [illegible]

~~[illegible]~~

~~[illegible]~~

Tree of coffee

Tea

Rum - CD player cd's bags

Soy punch, bring bread + ladle

Velvet's ~~tenderpiece~~ guava + lime bright +

Juice - punch

Me Ask if P. C wild mandarin ramp/stop

Grant Zig Y

Boylston Public Library
Meeting of Board of Trustees
June 5, 1996

- AGENDA -

WELCOME TO RITA FULLER & JOYCE GREENFIELD!!

Signing of bills, etc.

Call to order

Appointment of temporary secretary for this meeting

Correspondence

Approvel of May 1st minutes

Treasurer's Report - Joan Banks

Librarian's Report

Old Business
  Air Conditioners

New Business
  Policy on minimum age for video borrowing

ELECTION

Next meeting Wednesday, September 4, 1996
7:15 p.m. at the library

BOYLSTON PUBLIC LIBRARY
BOARD OF TRUSTEES
MAY 1, 1996

- - AGENDA - -

✓ Signing of bills

✓ Call to order - volunteer for minutes? 7:20

✓ Correspondence

✓ Approval of minutes of April 3, 1996

✓ Treasurer's Report #4406.23

✓ Librarian's Report - Carol Swiss

✓ Old Business

Extension of policy on computer use CD Rom lending collection

✓ New Business

Suggested dates for visit from B.L.C. member

✓ GOOD-BYE TO CATHY!!!

Adjournment

NEXT MEETING IS WEDNESDAY, JUNE 5th
7:15 p.m. at the library

BOYLSTON PUBLIC LIBRARY

MEETING OF BOARD OF LIBRARY TRUSTEES

FEBRUARY 7, 1996

- AGENDA --

✓ Signing of bills, etc.

✓ Call to order

✓ Approval of minutes of November 15, 1995 ✓
" " " " December 6, 1995 ✓
" " " " January 10, 1996 ✓

✓ Treasurer's report - Joan Banks #14,905 cashed in CD
3,095 out of checking
#18,000
#4,644.65 - Checking
5.45%
5.60% APR 1yr. CD

✓ Librarian's report - Carol Swiss

✗ Foundation meeting report - Peter MacLeod

Old Business

✓ Addition/Renovation project

✓ Budget

New Business

✓ Massachusetts Library and Information Network (MLIN) Equipment Grant
(Pentium computer to be provided by the state...)

✓ Adjournment

BUDGET HEARING - TUESDAY 2/20 8:00 p.m.

NEXT MEETING WEDNESDAY MARCH 6 7:15 p.m.

BOYLSTON PUBLIC LIBRARY
MEETING OF BOARD OF TRUSTEES
January 11, 1996

- AGENDA -

Signing of bills, etc.

Call to order

Minutes of November 15, 1995

Minutes of December 6, 1995

Librarian's Report

BUDGET

Old Business

ADDITION/RENOVATION PROJECT - Dan Shanahan

Furniture

New Business

Policy on use of computer

Adjournment

Next meeting - Wed. Feb. 7 7:15 p.m.

Budget Hearing - Tues. Feb. 20 ~~8:15~~ p.m.
8:00

BOYLSTON PUBLIC LIBRARY

MEETING OF BOARD OF TRUSTEES

DECEMBER 6, 1995

- AGENDA -

Signing of bills, etc.

Call to order

Minutes of previous meeting

Treasurer's Report - Joan Banks

Librarian's Report - Peter MacLeod

Foundation Report

Report on status of Letter of Intent to undertake an addition/renovation project - Dan Shanahan

GOALS

Old business

Furniture

New business

Is there a place for CD-ROMS and/or computer software here?

Adjournment

NEXT MEETING IS WEDNESDAY, JANUA RY 4 at 7:15.

Boylston Library Trustees' Meeting
November 15, 1995
AGENDA

1. Call Meeting to Order 7.25

2. Discussion of What We Want, Why We Want, for the Library

3. Discussion of Funding Mechanisms/Sources
   a. state
   b. town
   c. private donations via fund-raising drive

4. Discuss How We Sell It

5. Discuss Inter-relationship with other municipal projects now on the burner.

6. Discuss Necessary Committee Creations-Assignments-Responsibility for follow through:

   a. Publicity
   b. Community outreach-support: i.e. Foundation, Friends, PTO, Lions' Club, Seniors, Business community, Historical Society, athletic groups, etc.
   c. Liaison to municipal boards
   d. Fund-raising
   e. Outreach/infosearch from previously-successful recipients

7. Miscellaneous

8. Adjourn

all present

BOYLSTON PUBLIC LIBRARY

MEETING OF BOARD OF TRUSTEES

OCTOBER 4, 1995

✓ Call to order

✓ Minutes of September 13, 1995 meeting

✓ Treasurer's Report - Joan Banks # 3742.31

✓ Librarian's Report

✓ Veteran's Day Holiday - Nov. 10 or Nov. 11?

✓ M.L.T.A. Conference - October 28 9 - 11 a.m.

✓ Library of America - a new matching grant

✓ Auction - Carol Swiss
Peter MacLeod

State Construction Grant

✓ New Business

Adjournment

NEXT MEETING - NOVEMBER 1, 1995

Oct 24
7:30 orientation mtg

BUDGETS

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT: LIBRARY DEPT. HEAD: CAROL SWISS

BUDGET LINE #'S: 33.0 - 33.1

A. SALARIES & WAGES

		HOURLY	RATE	APPROVED	REQUESTED	
LINE #	TITLE / POSITION	Current	Proposed	FY97	FY98	COMMENTS
33.0	Library Director			26354	~~25,000~~ 24,500	New employee
	Assistant Librarian	12.84	13.10	16692	17,030	Maximum would have to be raised this yr.
	Children's Librarian	10.82	11.04	15192	15,500	
	Junior Assistant	7.13	7.27	1483	1,525	Maximum would have to be raised
	Pages (2)	4.87	4.96	3164	3,353	
	Housekeeper	6.85	6.74	1425	1,402	New employee-present rate is $6.61
	TOTAL SALARIES			**64310**	63,310	

B. EXPENSES

		APPROVED	REQUESTED	
LINE #	DESCRIPTION	FY97	FY98	COMMENTS
33.1	Fuel	2500	3,000	
	Electricity	2100	2,500	anticipated increase
	Telephone	750	1,000	" " from C/WMARS
	Supplies	2125	3,000	runs deficit
	Equipment/Repairs	2500	3,600	$600 add'l. for library share of Waste Mgt. bill
	Travel/Training/Dues	700	700	
	Water	70	70	
	Audio Visual	1000	1,500	Includes audiobooks, videos, CDs & CD-ROMS.
	Books/Periodicals	17000	17,750	
	Postage/Mailings	900	950	
	Program		200	Summer Reading Programs
	TOTAL EXPENSES	**29645**	33,670	
	TOTAL SALARIES & EXPENSES	**93955**	96,980	

to Fincom = 94,080

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT: LIBRARY DEPT. HEAD: CAROL SWISS

BUDGET LINE #'S: 33.0 - 33.1

A. SALARIES & WAGES

		HOURLY	RATE	APPROVED	REQUESTED	
LINE #	TITLE / POSITION	Current	Proposed	FY97	FY98	COMMENTS
33.0	Library Director			26354	24,500	New employee
	Assistant Librarian	12.84	13.10	16692	17,030	Maximum would have to be raised
	Children's Librarian	10.82	11.04	15192	15,500	
	Junior Assistant	7.13	7.27	1483	1,525	Maximum would have to be raised
	Pages (2)	4.87	4.96	3164	3,353	
	Housekeeper	6.85	6.74	1425	1,402	New employee-present rate is $6.61
	TOTAL SALARIES			**64310**	63,310	

B. EXPENSES

		APPROVED	REQUESTED	
LINE #	DESCRIPTION	FY97	FY98	COMMENTS
33.1	Fuel	2500	3,000	
	Electricity	2100	2,500	
	Telephone	750	1,000	
	Supplies	2125	3,000	
	Equipment/Repairs	2500	3,000	Includes $500 Waste Mgt.
	Travel/Training/Dues	700	700	
	Water	70	70	
	Audio Visual	1000	1,500	
	Books/Periodicals	17000	17,800	
	Postage/Mailings	900	950	
	Program		200	
	TOTAL EXPENSES	**29645**	33,120	
	TOTAL SALARIES & EXPENSES	**93955**	96,430	

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT: LIBRARY DEPT. HEAD: CAROL SWISS

BUDGET LINE #'S: 33.0 - 33.1

A. SALARIES & WAGES

		HOURLY	RATE	APPROVED	REQUESTED	
LINE #	TITLE / POSITION	Current	Proposed	FY97	FY98	COMMENTS
33.0	Library Director			26354	24,500	New employee
	Assistant Librarian	12.84	13.10	16692	17,030	Maximum would have to be raised
	Children's Librarian	10.82	11.04	15192	15,500	
	Junior Assistant	7.13	7.27	1483	1,525	Maximum would have to be raised
	Pages (2)	4.87	4.96	3164	3,353	
	Housekeeper	6.85	6.74	1425	1,402	New employee-present rate is $6.61
	TOTAL SALARIES			**64310**	63,310	

B. EXPENSES

		APPROVED	REQUESTED	
LINE #	DESCRIPTION	FY97	FY98	COMMENTS
33.1	Fuel	2500	3,000	
	Electricity	2100	2,500	
	Telephone	750	1,000	
	Supplies	2125	3,000	
	Equipment/Repairs	2500	3,000	Includes $500 Waste Mgt.
	Travel/Training/Dues	700	700	
	Water	70	70	
	Audio Visual	1000	1,500	
	Books/Periodicals	17000	17,800	
	Postage/Mailings	900	950	
	Program		200	
	TOTAL EXPENSES	**29645**	33,120	
	TOTAL SALARIES & EXPENSES	**93955**	96,430	

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT: LIBRARY DEPT. HEAD: CAROL SWISS

BUDGET LINE #'S: 33.0 - 33.1

A. SALARIES & WAGES

LINE #	TITLE / POSITION	HOURLY RATE Current	HOURLY RATE Proposed	APPROVED FY97	REQUESTED FY98	COMMENTS
33.0	Library Director			26354	24,500	New employee
	Assistant Librarian	12.84	13.10	16692	17,030	Maximum would have to be raised
	Children's Librarian	10.82	11.04	15192	15,500	
	Junior Assistant	7.13	7.27	1483	1,525	Maximum would have to be raised
	Pages (2)	4.87	4.96	3164	3,353	
	Housekeeper	6.85	6.74	1425	1,402	New employee-present rate is $6.61
	TOTAL SALARIES			**64310**	63,310	

B. EXPENSES

LINE #	DESCRIPTION	APPROVED FY97	REQUESTED FY98	COMMENTS
33.1	Fuel	2500	3,000	
	Electricity	2100	2,500	anticipated increase
	Telephone	750	1,000	" " from C/WMARS
	Supplies	2125	3,000	
	Equipment/Repairs	2500	3,000	
	Travel/Training/Dues	700	700	
	Water	70	70	
	Audio Visual	1000	1,500	Includes audiobooks, videos, CDs & CD-ROMS.
	Books/Periodicals	17000	17,750	
	Postage/Mailings	900	950	
	Program		200	
	TOTAL EXPENSES	**29645**	33,670	
	TOTAL SALARIES & EXPENSES	**93955**	96,980	

To be discussed further on 12/11/96. Includes changes suggested 12/4/96.

TOWN OF BOYLSTON
A/C #1007524685210O
QUARTER ENDING SEPT. 30, 1995 6.8%

FUND	% OF ACCOUNT	% OF FUND	BEGIN BAL PRINCIPAL	BEGIN BAL INTEREST	CONTRIB TO PRINCIPAL	NET INV. INCOME	REALIZED GAIN/LOSS	DISBURSEMENTS	TRANSFERS	ENDING BAL PRINCIPAL	ENDING BAL INTEREST	TOTAL ENDING BAL
LIBRARY FUNDS												
SYBIL FULLER LIB TR FD		0.074618	$2,500.00	$1,183.32		$50.65	$0.00			$2,500.00	$1,233.97	$3,733.9
CECILIA M STANHOPE FD		0.447642	$15,000.00	$7,098.92		$303.84	$0.00			$15,000.00	$7,402.76	$22,402.7
WARD N. HUNT FD		0.149214	$5,000.00	$2,366.29		$101.28	$0.00			$5,000.00	$2,467.57	$7,467.5
JUNE 11, 1898 FD		0.014921	$500.00	$236.62		$10.13	$0.00			$500.00	$246.75	$746.7
PARMELIA SANDERSON FD		0.051344	$1,720.50	$814.23		$34.85	$0.00			$1,720.50	$849.08	$2,569.5
DANIEL MAYNARD FD		0.082466	$2,763.38	$1,307.75		$55.97	$0.00			$2,763.38	$1,363.73	$4,127.11
WILLIAM H PERRY FD		0.011937	$400.00	$189.29		$8.10	$0.00			$400.00	$197.39	$597.3
EVERETT KENDALL FD		0.003738	$125.00	$59.15		$2.53	$0.00			$125.00	$61.68	$186.68
SALOME E. WHITE FD		0.149214	$5,000.00	$2,366.29		$101.28	$0.00			$5,000.00	$2,467.57	$7,467.57
ALVIN DEARTH FD		0.014921	$500.00	$236.62		$10.13	$0.00			$500.00	$246.75	$746.75
SUB-TOTAL	0.121807		$33,508.88	$15,858.49	$0.00	$678.76	$0.00	$0.00	$0.00	$33,508.88	$16,537.25	$50,046.13

A. D. Form 4

TOWN OF BOYLSTON

SCHEDULE OF DEPARTMENTAL BILLS PAYABLE

To the Town Accountant:

The following-named bills of the Library Department, amounting in the aggregate to ..... Dollars, have been approved by the Library Trustees, and you are requested to place them on a warrant for payment.

Date June 5, 19 96

Rita Fuller Peter 2 Maxwood
Jane Dunn Daniel E
Joan a Banks
Title

NAME	ADDRESS	AMOUNT	TOTAL
A. T. & T.			17 74
Baker & Taylor			517 15
Belmont Springs			17 80
Ben Franklin			29 39
Books on Tape			155 67
Boylston Historical Society			15 95
Boylston Municipal Light Dept			103 76
Boylston Water District			15 00
Folio			60 00
Gaylord Bros.			88 29
Musically Speaking			15 95
Nynex			55 10
Oxmoor House			28 91
Wachusett Co-op			125 00
Wagner Bros.			96 38
Barbara Despres			20 00

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT LIBRARY DEPT. HEAD CAROL SWISS

BUDGET LINE NO'S 33.0 -33.1

A. SALARIES & WAGES

LINE NO.	Title / Position	Rate (if hourly) Current	Rate (if hourly) Proposed	Approved FY 96	Requested FY 97	Comments (4% increases)
33.0	Library Director			$25,340	$26,354	Mid-range
	Assistant Librarian	12.35	12.84	16,285	16,692	Assumes change in grade range
	Children's Librarian	10.40	10.82	12,740	15,192	Restores 3 hrs. on Friday
	Junior Assistant	6.86	7.13	1,450	1,483	Assumes change in grade range
	Pages (2)	4.68	4.87	3,200	3,164	" " " "
	Housekeeper	6.59	6.85	1,375	1,425	
	Total Salaries:			60,635.	64,310	

B. EXPENSES: Description

33.1	Fuel	2,500	2,500
	Electricity	2,100	2,100
	Telephone	750	750
	Supplies	2,000	2,125
	Equipment/Repairs	2,500	2,500
	Travel/Training/Dues	700	700
	Water	70	70
	Audio Visual	1,000	1,000
	Books/Periodicals	16,880	17,000
	Postage/Mailings	800	900
	Total Expenses:	29,300.	29,645
	TOTAL BUDGET (Salaries + Expenses)	$ 89,935.	$93,955

Comments:
- Postage/Mailings: Rates higher
- Water: 20% of total budget ↑
- Audio Visual / Books/Periodicals: Need approx. $19,000 to meet State Aid requirement - can include Trust Fund expenditures + gifts.
- TOTAL BUDGET: 4½%

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT LIBRARY DEPT. HEAD CAROL SWISS

BUDGET LINE NO'S 33.0 -33.1

A. SALARIES & WAGES

LINE NO	Title / Position	Rate (if hourly) Current	Rate (if hourly) Proposed	Approved FY95	Requested FY96	FY97	FY98
33.0	Library Director			24,483.	24,483		
25 hrs.	Assistant Librarian	12.11		14,274.	15,743		
24 hrs	Children's Librarian	10.05		14,011.	12,542		
4 hrs	Junior Assistant	6.86		1,401.	1,401		
12½ hrs	Pages (2)	4.82		3,200.	3,200		
4 hrs	Housekeeper	6.37		1,325.	1,325		
	Total Salaries:			58,694.	58,694		

B. EXPENSES: Description

33.1	Fuel			2,500.	2,500		
	Electricity			2,000.	2,000		
	Telephone			600.	600		
	Supplies			2,000.	2,000		
	Equipment/Repairs			2,500.	2,500		
	Travel/Training/Dues			700.	700		
	Water			70.	70		
	Audio Visual			1,000.	1,000		
	Books/Periodicals			15,586.	15,586		
	Postage/Mailings			600.	600		
				2½% inc.=2,185		2,240	2,295
	Total Expenses:			28,556.	Pages		
	TOTAL BUDGET (Salaries + Expenses)			$87,250.	89,435	91,675	93,970

SPECIAL ARTICLE REQUESTS

CURRENT BUDGET YEAR

Please provide a detailed description and basis for determining amounts, if applicable, of requests from your department to be included in Special Articles at the Annual Town Meeting.

DESCRIPTION	AMOUNT
	$
TOTAL REQUESTED	$

GENERAL REMARKS SECTION

Use for budget explanation, if necessary.

This shows a level funded salary account total, although due to the loss of our children's librarian, and the necessary small increase in hours for the assistant librarian, the amounts on these lines differ from FY95. If there are town salary increases budgeted eventually, we wish to have the library staff included. Each percentage point would cost $586.

In FY96, we need 2½% more than the average appropriation of the past 3 years, or $2,185 to qualify for State Aid (Library Incentive Grant/Municipal Equalization Grant). We would use this to supplement the salary account and some line items that are not quite adequate, such as telephone, mailings, and A/V. We also try to increase the book budget each year to accommodate increased prices and to meet the state standard of spending 20% of the budget on books, periodicals and audiovisual materials. (Trust funds are also expended and included in this total.)

TOWN OF BOYLSTON
BUDGET REQUEST FORM

DEPARTMENT Library DEPT. HEAD Carol Swiss

BUDGET LINE NO'S: 33.0 - 33.1

Inc No.	A. SALARIES & WAGES Titles/Position	Rate Per Hour (If Hourly) Current	Proposed	Approved 1994	Requested 1995	1996	1997
33.0	Library Director	$13.52		$24,483	$24,483		
	Assistant Librarian	12.11		14,274	14,274		
	Children's "	10.45		~~14,011~~	14,011		
	Lib. Jr. Assistant	6.82		1,401	1,401		
	Pages	4.52		3,200	3,200		
	"	"					
	Housekeeper	6.37		1,325	1,325		
	Total Salaries			~~$58,694~~	$58,694		

B. EXPENSES: Item Descriptions

3. Fuel	$ 2,500	$ 2,500		
Light	2,000	2,000		
Telephone	600	600		
Supplies	2,000	~~2,000~~		
Equipment & Repairs	2,500	2,500		
Travel, training, membership	700	700		
Water	70	70		
Audio/visual	1,000	1,000		
Books & Periodicals	16,480	7,766		
Mailings	600	600		
Total Expenses	~~$28,450~~	$19,736		
TOTAL BUDGET (Wages & Expenses)	$87,144	$78,430		

FOR EXPLANATION OF CHANGES - USE THE BACK OF THIS FORM

POLICIES

Regulations for Minimum Public Library Service, July 20, 1973

(Excerpted from the Code of Massachusetts Regulations & slightly reformatted)

605 CMR 4.00: FREE PUBLIC LIBRARY SERVICE

Section

4.01: Regulations

4.01: Regulations

(1) "Be open to all residents of the Commonwealth" means that all residents of the Commonwealth shall have access to reading and reference rooms under the same conditions as residents of the community.

(2) "Make no charge for normal library services" means that no charges shall be levied on residents of the local community for the withdrawal of library books in the regular circulating collections of the community's public library or libraries.

A charge may be made, however, for duplicate pay and/or rental collections; for reserving books; for the lending of special media of communication such as recordings, films, pictures, etc; for special reference or research services such as preparation of bibliographies, photocopying, photostating, abstracting.

(3) "Be kept open a minimum number of hours per week" means that library service should be available to the community a minimum number of hours per week according to the tabulation below. These hours of service should be planned in relation to local community needs, and the hours and days selected for service should reflect the maximum potential use. In communities which have more than one independent library unit supported in whole or in part by public funds and in communities which have branches or stations of a central library, the qualifying number of hours open will be considered as the total number of hours during which library service is available to the community or any of its parts without overlapping or duplication.

Libraries in communities with population	Recommended Minimum Hours Open Per Week (Summer Schedules Excepted)
(a) under 2,000	10 including some evening hours
(b) 2,000 - 4,999	15 including some evening hours

Libraries which do not meet the minimum standards of hours of service upon the date of application for a state grant may establish eligibility for same provided a statement is filed indicating that the minimum standard will be reached within a three-year period from date of application. Libraries already participating in the state grant program but who do not meet the 1966 revision of the minimum standards of hours of service upon the date they take effect will be granted a similar grace period providing there is filed a statement of intent to achieve the minimum standard.

(4) "Employ a trained library worker" means that libraries serving communities within the population groupings listed below should maintain the minimum personnel standards as listed.

In order to protect all present incumbents, the personnel standards will apply to new appointees only. New appointees to librarian-in-charge positions in libraries serving a population of under 10,000 will be allowed a five-year period in which to qualify by special training, as defined below.

College graduation means graduation with a degree from a college accredited by a regional accrediting association recognized by the National Commission on Accrediting.

Professional training means graduation with a degree from an approved library school. An approved library school is one that is accredited by the American Library Association and/or approved by the Massachusetts Board of Library Commissioners.

Effective January 1, 1970, a municipality will be considered ineligible for direct state aid if the library has had an acting librarian-in-charge or an acting chief librarian for three or more years from the date that the position became vacant.

In any case where it is certified that application of these personnel standards would work a hardship on the library involved, the Board reserves to itself the right to exempt a community from the standard.

Libraries in communities with population	Personnel Standards
(b) 2,000 - 4,999	Librarian-in-charge: completion of 2 years of college with special training as indicated above for communities under 2,000. Qualify for a certificate of subprofessional librarianship issued by the Board of Library Commissioners.

(5) "Expend a reasonable portion of the library's total budget for books and periodicals" means that the Board of Library Commissioners in determining "a reasonable portion" will be guided by the tabulation given below. Trust funds may or may not be included in computing and reporting the total budget. Monies received as state or federal aid funds for the operation of a regional library system program must not be included in computing a local library's expenditures for books and related materials.

Libraries in communities with population	Minimum percentage of library's total annual budget for books and periodicals*
(a) Under 5,000	20%
(b) 5,000 - 9,999	19
(c) 10,000 - 14,999	16
(d) 15,000 - 24,999	15
(e) 25,000 - 49,999	13
(f) 50,000 and over	12

Libraries which do not meet the minumum standards of expenditures for books and periodicals upon the date of application will be granted a three-year period in which to meet these minumum standards. Libraries already participating in the state grant program but who do not meet the 1966 revision of the minumum standards of expenditures for books and periodicals upon the date they take effect will be granted a similar grace period provided there is filed a statement of intent to achieve the minimum standard.

NOTE REGARDING: 605 CMR 4.01(5): Free Public Library Service

As promulgated in 1973, 605 CMR 4.01(5) does not reflect the November, 1987 amendments to Massachusetts General Laws c. 78, s. 19B made by the passage of c. 478, s. 2, Acts of 1987.

We want to point out that, in keeping with the statutory change, the Board's staff will include expenditures for non-print library materials with expenditures for books, periodicals and microforms when calculating whether an applicant has met the percentages noted on p. 3. The Board's staff will continue to do this until revised regulations are promulgated.

Please do not hesitate to contact Mary Litterst if you have any questions.

Massachusetts Board of Library Commissioners
648 Beacon Street
Boston, MA 02215
1-800-952-7403

(6) "Lend books to other libraries in the Commonwealth and extend privileges to the holders of cards issued by other public libraries in the Commonwealth on a reciprocal basis" is interpreted by the Board in accordance with M.G.L. c. 78, s. 8 as follows:

(a) "Lend books to other libraries in the Commonwealth" means that any free public library accepting a state grant must be willing to lend its books to any other free public library also accepting a state grant for the use of the residents of the other community under such conditions and/or regulations of inter-library loan procedure as may be made by the board of trustees or other authority having control of the library so lending.

(b) "Extend privileges to the holders of cards issued by other public libraries in the Commonwealth on a reciprocal basis" means that all public libraries participating in the direct state aid grant program must be willing, on a reciprocal basis, to extend direct access and services to non-residents who are card holders in other libraries participating in the state grant program and on the same basis as accorded to residents of the municipality in which the library is located.

(c) Libraries which do not meet this revision of the standard on July 1, 1974, the date it takes effect, may establish eligibility provided a statement is filed agreeing that reciprocal borrowing arrangements among libraries participating in the state grant program will be phased in and the charging of a non-resident borrower's fee discontinued within the specified time period as follows:

1. Area. Between and among the public libraries located within each one of the fifteen sub-areas within 2 years. There must be evidence of some compliance in the intervening period.
2. Regional System. Between and among all public libraries located within one of the three regional public library systems within 4 years. Evidence of compliance will be the existence and use of a regional card.
3. State. Between and among all the public libraries throughout the state within 5 years. There must be evidence of some compliance within the intervening period.

(d) Books and related materials held by local libraries under trust agreements to the contrary or purchased by local libraries out of trust monies and appropriately marked as having been so obtained shall not come within the purview of this requirement if it appears to local boards of trustees that such non-discretionary use either by non-residents having direct access to the library or via inter-library loan would violate the terms of the will or other instrument establishing said trust.

(e) Local libraries should reserve the right to refuse to negotiate an inter-library loan for local registered borrowers who are flagrantly delinquent; and local library administrators should agree to cooperate fully with one another in effecting the return of overdue books borrowed by non-residents.

REGULATORY AUTHORITY

605 CMR 4.00: M.G.L. c. 78, s. 19A and 19B.

For additional information please contact: Mass. Board of Library Commissioners, Janet Price or Mary Litterst, 1-800-952-7403.

STANDARDS:605CMR4 11-29-88

MASSACHUSETTS BOARD OF LIBRARY COMMISSIONERS

Guidelines Regarding Establishment of Regional Library Systems

(1) The number of Regional Library Systems shall not exceed six, with boundaries determined by the Board of Library Commissioners. In determining regional boundaries, the Board of Library Commissioners shall take into account population, geographic contiguity, and existing cooperative and automated network arrangements. No municipality will be divided in establishing regional boundaries.

(2) To form a Regional Library System a group of libraries shall submit a *Petition for Formation of a Regional Library System* to the Board of Library Commissioners. This group of libraries must include at least one public, academic, school, and special library. The petition shall include the proposed members of a Regional Library System Interim Planning Committee that must include at least one public, academic, school and special library representative and one lay user.

(3) Upon receipt of the *Petitions for Formation of a Regional Library System* and designation of regional boundaries for planning purposes by the Board of Library Commissioners, a Regional Library System Interim Planning Committee will be designated by the Board of Library Commissioners for each region. The Interim Planning Committee will:

a. receive a planning grant (this will be administered by an agency designated by the Interim Planning Committee);

b. conduct a preliminary identification of member needs;

c. conduct informational meetings;

d. develop a proposed Regional Library System *Plan for Service*, *Annual Program and Budget*, and By-Laws;

e. involve potential members in the development of the regional *Plan for Service*, *Annual Program and Budget* and By-Laws;

f. prepare a list of all libraries that are eligible to participate and a list of libraries that have submitted membership agreements to participate in the Regional Library System. This group must include public, academic, school, and special library members.

(4) Upon approval of the Regional Library System *Plan for Service*, *Annual Program and Budget* and By-Laws by the Board of Library Commissioners, the Regional Library System shall begin operation at the beginning of the following fiscal year.

June 25, 1996

STANDARDS OF CONDUCT FOR STATE, COUNTY, OR MUNICIPAL EMPLOYEES

The following are set forth by State Law for all State, County, or Municipal Employees, Boards, Committees, Commissions, etc. Where a current person is found to have violated these provisions, appropriate administrative action as is warranted may also be taken by the appropriate constitutional officer, by the head of a State, County, or Municipal Agency.

No current officer or employee of the State, County, or Municipal Agency shall:

1- accept other employment which shall impair his independence of judgement in the exercise of his official duties;

2- use, or attempt to use his official position to secure unwarranted privileges or exemptions for himself or others;

3- by his conduct give reasonable basis for the impression that any person can improperly influence or unduly enjoy his favor in the performance of his official duties, or that he is unduly affected by the kinship, rank, position or influence of any party or person.

No current or former officer or employee of a State, County, or Municipal Agency shall:

1) accept employment or engage in any business or professional activity which will require him to disclose confidential information which he has gained by reason of his official position or authority;

2) improperly disclose materials or data within the exemptions to the definition of public records as defined by Section 7 of Chapter 4, and were acquired by him in the course of his official duties, nor use such information to further his own personal interests.

Upon qualification for office following an appointment or election to a Municipal Agency, such appointed or elected person shall be furnished with a copy of this section by the Town Clerk. Each such person shall sign a written acknowledgement that he has been provided with such a copy.

INC.

1 SUNSET LANE
PAXTON, MA 01612-1197
Tel. (508) 755-3323 • FAX (508) 755-3721

TO: Online Affiliate Libraries
FROM: Joan Kuklinski
DATE: December 10, 1996
SUBJ: Future Data Line Costs & Other Items

Several items affecting Online Affiliate Libraries were voted at the November and December Executive Board Meetings. As reported at a recent meeting of Central Region Online Affiliate Libraries, the C/W MARS Executive Committee voted a policy that in future years Online Affiliate Libraries must pay the difference between actual data line costs and the amounts reimbursed by the MBLC for C/W MARS connectivity. This policy is common in most automated networks throughout the state and is necessary to fairly apportion costs for services to online affiliate libraries

In FY97 the MBLC supported 100% of data line costs, however they expect the amounts to go down to 85% reimbursement in FY98 and 75% reimbursement in FY99. The network will not learn of exact amounts until a meeting in August of the actual fiscal year, but this estimate is provided now for planning and budgeting purposes. The amounts should not vary greatly from these estimates.

The average data line cost is $143.36 per month for all online affiliate libraries. At an 85% reimbursement rate online affiliates will pay $21.50 per month or $258 per year for line costs in FY98. At the 75% reimbursement rate expected in FY99, online affiliate costs will be $34.84 per month or $430.08 per year. The MBLC does not expect the reimbursement to fall below 75%, however letters and phone calls urging requests for funding at the 100% level are encouraged and may help lower your costs in future years.

Other items of interest to Online Affiliates include:

- a limit of 2 ports per online affiliate library; libraries requiring more than 2 ports must become full members or join the Mini-Net during FY97.

- a continued commitment from the Network to provide the telecommunications equipment necessary to connect to C/W MARS to online affiliate libraries at no extra cost.

Tell new Librarian Good investment

- a vote to sell one copy of Everybody's Catalog, CARL's graphical interface version of the online catalog, to interested Online Affiliate libraries at the same $200 discounted price charged to full member libraries through June 1998.

- there will be no additional Mini-Net memberships formed after the one currently being organized as a result of the TCP/IP grant in FY97. Please contact Joan Kuklinski at C/W MARS or John Ramsay in the Western Region for more information if your library is interested in this option.

The Central Massachusetts Library System (CMRLS) is one of three systems in the Commonwealth serving you through your local library, and supported by state taxes as administered by the Massachusetts Board of Library Commissioners

Ask your local library for more information

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SUMMER READING PROGRAMS *- coordinated statewide and supplied to your library with theme-related materials for your children's enjoyment*

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DELIVERY *- to your library at least once a week for materials borrowed/loaned within the state and beyond*

)VICE AND EXPERTISE *- from experienced and professional staff to help your librarians help you. This includes educational workshops, guidance in new technologies, design and duplication of library-generated publicity, promotional aids such as book sale signs and people counters, newsletters, announcements, and legislative up-dates.*

CMRLS SERVES YOUR LIBRARY AND YOU, IN

ASHBURNHAM, ASHBY, ATHOL, AUBURN, AYER, BARRE, BERLIN, BLACKSTONE, BOLTON, BOXBOROUGH, BOYLSTON, BRIMFIELD, BROOKFIELD, CHARLTON, CLINTON, DOUGLAS, DUDLEY, EAST BROOKFIELD, FITCHBURG, GARDNER, GRAFTON, GROTON, HARVARD, HOLDEN, HOPEDALE, HOPKINTON, HUBBARDSTON, HUDSON, LANCASTER, LEICESTER, LEOMINSTER, LITTLETON, LUNENBURG, MARLBOROUGH, MENDON, MILFORD, MILLBURY, MILLVILLE, NEW BRAINTREE, NORTH BROOKFIELD, NORTHBOROUGH, OAKHAM, OXFORD, PAXTON, PEPPERELL, PETERSHAM, PHILLIPSTON, PRINCETON, ROYALSTON, RUTLAND, SHIRLEY, SHREWSBURY, SOUTHBOROUGH, SOUTHBRIDGE, SPENCER, STERLING, STURBRIDGE, SUTTON, TEMPLETON, TOWNSEND, UPTON, UXBRIDGE, WARREN, WEBSTER, WEST BOYLSTON, WEST BROOKFIELD, WESTBOROUGH, WESTMINSTER, WHITINSVILLE, WINCHENDON, AND WORCESTER

OPEN MEETING LAW

Chapter 39, Section 23A of the Massachusetts General Laws

Section 23A. The following terms as used in section twenty-three B and twenty-three C shall have the following meanings:

"Deliberation", a verbal exchange between a quorum of members of a governmental body attempting to arrive at a decision on any public business within its jurisdiction.

"Emergency", a sudden, generally unexpected occurrence or set of circumstances demanding immediate action.

"Executive session", any meeting of a governmental body which is closed to certain persons for deliberation on certain matters.

"Governmental body", every board, commission, committee or subcommittee, of any district, city, region or town, however elected, appointed or otherwise constituted, and the governing board of a local housing, redevelopment or similar authority.

"Made Public", when the records of an executive session have been approved by the members of the respective governmental body attending such session for release to the public and notice of such approval has been entered in the records of such body.

"Meeting", any corporal convening and deliberation of a governmental body for which a quorum is required in order to make a decision at which any Public business or public policy matter over which the governmental body has supervision, control, jurisdiction or advisory power is discussed or considered; but shall not include any on-site inspection of any project or program.

"Quorum", a simple majority of a governmental body unless otherwise defined by constitution, charter, rule or law applicable to such governing body.

Section 23B. All meetings of a governmental body shall be open to the public and any person shall be permitted to attend any meeting except as otherwise provided by this section.

No quorum of a governmental body shall meet in private for the purpose of deciding on or deliberating toward a decision on any matter except as provided by this section.

[redacted]xecutive session shall be held until the governmental body has first convened in an open session for which notice has [redacted]iven, a majority of the members of the governmental body have voted to go into executive session and the vote of each member is recorded on a roll call vote and entered into the minutes, the presiding officer has cited the purpose for an executive session, and the presiding officer has stated before the executive session if the governmental body will reconvene after the executive session.

Nothing except the limitation contained in this section shall be construed to prevent the governmental body from holding an executive session after an open meeting has been convened and a recorded vote has been taken to hold an executive session. Executive sessions may be held only for the following purposes:

(1) To discuss the reputation, character, physical condition or mental health rather than the professional competence of an individual, provided that the individual involved in such executive session has been notified in writing by the governmental body, at least forty-eight hours prior to the proposed executive session. Notification may be waived upon agreement of the parties. A governmental body shall hold an open meeting if the individual involved requests that the meeting be open. If an executive session is held, such individual shall have the following rights:

(a) to be present at such executive session during discussions or considerations which involve that individual.

(b) to have counsel or a representative of his own choosing present and attending for the purpose of advising said individual and not for the purpose of active participation in said executive session.

(c) to speak in his own behalf.

(2) To consider the discipline or dismissal of, or to hear complaints or charges brought against, a public officer, employee, staff member, or individual, provided that the individual involved in such executive session pursuant to this clause has been notified in writing by the governmental body at least forty-eight hours prior to the proposed executive session. Notification may be waived upon agreement of the parties. A governmental body shall hold an open meeting if the individual involved requests that the meeting be open. If an executive session is held, such individual shall have the following rights:

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(3) To discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the bargaining or litigating position of the governmental body, and to conduct collective bargaining sessions.

(4) To discuss the deployment of security personnel or devices.

(5) To investigate charges of criminal misconduct or to discuss the filing of criminal complaints.

(6) To consider the purchase, exchange, lease or value of real property, if such discussions may have a detrimental effect on the negotiating position of the governmental body and a person, firm or corporation.

(7) To comply with the provisions of any general or special law or federal grant-in-aid requirements.

This section shall not apply to any chance meeting, or a social meeting at which matters relating to official business are discussed so long as no final agreement is reached. No chance meeting or social meeting shall be used in circumvention of the spirit or requirements of this section to discuss or act upon a matter over which the governmental body has supervision, control, jurisdiction, or advisory power.

1 SUNSET LANE
PAXTON, MA 01612-1197
Tel. (508) 755-3323 • FAX (508) 755-3721

TO: Online Affiliate Libraries
FROM: Joan Kuklinski
DATE: December 10, 1996
SUBJ: Future Data Line Costs & Other Items

Several items affecting Online Affiliate Libraries were voted at the November and December Executive Board Meetings. As reported at a recent meeting of Central Region Online Affiliate Libraries, the C/W MARS Executive Committee voted a policy that in future years Online Affiliate Libraries must pay the difference between actual data line costs and the amounts reimbursed by the MBLC for C/W MARS connectivity. This policy is common in most automated networks throughout the state and is necessary to fairly apportion costs for services to online affiliate libraries

In FY97 the MBLC supported 100% of data line costs, however they expect the amounts to go down to 85% reimbursement in FY98 and 75% reimbursement in FY99. The network will not learn of exact amounts until a meeting in August of the actual fiscal year, but this estimate is provided now for planning and budgeting purposes. The amounts should not vary greatly from these estimates.

The average data line cost is $143.36 per month for all online affiliate libraries. At an 85% reimbursement rate online affiliates will pay $21.50 per month or $258 per year for line costs in FY98. At the 75% reimbursement rate expected in FY99, online affiliate costs will be $34.84 per month or $430.08 per year. The MBLC does not expect the reimbursement to fall below 75%, however letters and phone calls urging requests for funding at the 100% level are encouraged and may help lower your costs in future years.

Other items of interest to Online Affiliates include:

- a limit of 2 ports per online affiliate library; libraries requiring more than 2 ports must become full members or join the Mini-Net during FY97.

- a continued commitment from the Network to provide the telecommunications equipment necessary to connect to C/W MARS to online affiliate libraries at no extra cost.

- a vote to sell one copy of Everybody's Catalog, CARL's graphical interface version of the online catalog, to interested Online Affiliate libraries at the same $200 discounted price charged to full member libraries through June 1998.

- there will be no additional Mini-Net memberships formed after the one currently being organized as a result of the TCP/IP grant in FY97. Please contact Joan Kuklinski at C/W MARS or John Ramsay in the Western Region for more information if your library is interested in this option.

OPEN MEETING LAW

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No executive session shall be held until the governmental body has first convened in an open session for which notice has been given, a majority of the members of the governmental body have voted to go into executive session and the vote of each member is recorded on a roll call vote and entered into the minutes, the presiding officer has cited the purpose for an executive session, and the presiding officer has stated before the executive session if the governmental body will reconvene after the executive session.

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(7) To comply with the provisions of any general or special law or federal grant-in-aid requirements.

This section shall not apply to any chance meeting, or a social meeting at which matters relating to official business are discussed so long as no final agreement is reached. No chance meeting or social meeting shall be used in circumvention of the spirit or requirements of this section to discuss or act upon a matter over which the governmental body has supervision, control, jurisdiction, or advisory power.

Except in an emergency, a notice of every meeting of any governmental body shall be filed with the clerk of the city or town in which the body acts, and the notice or a copy thereof shall, at least forty-eight hours, including Saturdays but not Sundays and legal holidays, prior to such meeting be publicly posted in the office of such clerk or on the principal official bulletin board of such city or town. The secretary of a regional school district committee shall be considered to be its clerk and he shall file the notice of meetings of the committee with the clerk of each city or town within such district and each such clerk shall post the notice in his office or on the principal official bulletin board of the city or town and such secretary shall post such notice in his office or on the principal official bulletin board of the district. If the meeting shall be of a regional or district governmental body, the officer calling the meeting shall file the notice thereof with the clerk of each city and town within such region or district, and each such clerk shall post the notice in his office or on the principal official bulletin board of the city or town. The notice shall include the date, time, and place of such meeting. Such filing and posting shall be the responsibility of the officer calling such meeting.

A governmental body shall maintain accurate records of its meetings, setting forth the date, time, place, members present or absent and action taken at each meeting, including executive sessions. The records of each meeting shall become a public record and be available to the public; provided, however, that the records of any executive session may remain secret as long as publication may defeat the lawful purposes of the executive session, but no longer. All votes taken in executive sessions shall be recorded roll call votes and shall become a part of the record of said executive sessions.

A meeting of a governmental body may be recorded by any person in attendance by means of a tape recorder or any other means of sonic reproduction except when a meeting is held in executive session; provided, that in such recording there is no active interference with the conduct of the meeting.

Upon qualification for office following an appointment or election to a governmental body, as defined in this Section, the member shall be furnished by the city or town clerk with a copy of this section. Each such member shall sign a written acknowledgement that he has been provided with such a copy.

The district attorney of the county in which the violation occurred shall enforce the provisions of this section.

Upon proof of failure by any governmental body or by any member or officer thereof to carry out any of the provisions for public notice or meetings, for holding open meetings, or for maintaining public records thereof any justice of the supreme judicial court or the superior court sitting within and for the county in which such governmental body acts shall issue an appropriate order requiring such governmental body or member or officer thereof to carry out such provisions at future meetings. Such order may be sought by complaint of three or more registered voters, by the attorney general, or by the district attorney of the county in which the city or town is located. The order of notice on the complaint shall be returnable no later than ten days after the filing thereof and the complaint shall be heard and determined on the return day or on such day thereafter as the court shall fix, having regard to the speediest possible determination of the cause consistent with the rights of the parties; provided, however, that orders with respect to any of the matters referred to in this section may be issued at any time on or after the filing of the complaint without notice when such order is necessary to fulfill the purposes of this section. In the hearing of such complaint the burden shall be on the respondent to show by a preponderance of the evidence that the action complained of in such complaint was in accordance with and authorized by Section eleven A½ of Chapter 30A, by section nine G of chapter thirty-four or by this section. All processes may be issued from the clerk's office in the county in which the action is brought and, except as aforesaid, shall be returnable as the court orders.

Such order may invalidate any action taken at any meeting at which any provision of this section has been violated, provided that such complaint is filed within twenty-one days of the date when such action is made public.

Any such order may also, when appropriate, require the records of any such meeting to be made public, unless it shall have been determined by such justice that the maintenance of secrecy with respect to such records is authorized. The remedy created hereby is not exclusive, but shall be in addition to every other available remedy.

The rights of an individual set forth in this section relative to his appearance before a meeting in an executive or open session, are in addition to the rights that an individual may have from any other source, including, but not limited to, rights under any laws or collective bargaining agreements, and the exercise or nonexercise of the individual rights under this section shall not be construed as a waiver of any rights of the individual.

MISC

BOYLSTON PUBLIC LIBRARY

BOYLSTON, MASSACHUSETTS 01505

February 21, 1997

Dear Ms. Corio,

On behalf of the Boylston Public Library Board of Trustees, I would like to thank you and your students for the wonderful refreshments that you created for the retirement party for Library Director Carol Swiss. Over 200 people joined in the festivities, and many commented specifically on the quality and the lovely presentation of the many different foods you prepared.

It was a very special evening for Mrs. Swiss, her family, and the town of Boylston. Thank you for helping to make the evening such a resounding success. We truly appreciate the efforts of both you and your talented student chefs in preparing such a delightful spread.

Sincerely yours,

Joyce Greenfield

Joyce Greenfield
Secretary, Boylston Public Library
Board of Trustees

cc: Mr. John Driscoll
Mr. Harry Simonian
Berlin-Boylston Regional School Committee

BOYLSTON PUBLIC LIBRARY

BOYLSTON, MASSACHUSETTS 01505

February 21, 1997

Dear Mr. Trexler,

The Boylston Public Library Board of Trustees would like to thank you and Erica Higgins for your assistance with the Retirement Party for Library Director Carol Swiss. Ms. Higgins' help was invaluable to us, and we truly appreciate her efforts that went far above and beyond what we ever would have expected.

The party was an overwhelming success. The atmosphere of the Great Hall lent itself particularly well to the occasion, and over 200 people enjoyed the location and refreshments during the party. Carol Swiss was truly delighted when we told her that the party would be held at Tower Hill, and she enjoyed herself immensely that evening.

Again, please accept our heartfelt thanks for helping to make it such a special evening for Carol Swiss, her family, and the residents of Boylston.

Sincerely,

Joyce Greenfield
Secretary, Boylston Public Library
Board of Trustees

cc: Erica Higgins
Board of Trustees

BOYLSTON PUBLIC LIBRARY

BOYLSTON, MASSACHUSETTS 01505

January 15, 1997

Dear Mr. Palmer,

On behalf on the Board of Trustees of the Boylston Public Library, I would like to thank you for your recent donation of your time and talents to refinish the page's desk at the library. The results are wonderful, and the desk is now a handsome addition to our library furnishings.

It is through the efforts of volunteers like yourself that our library has continued to grow and flourish for the past ninety-plus years. We truly appreciate your efforts, and thank you for your continued support of the Boylston Public Library.

Sincerely yours,

Joyce Greenfield
Secretary, Board of Trustees
Boylston Public Library

cc: Board of Trustees
Carol Swiss

REPORT ON A.L.A. CONFERENCE

I want to thank the trustees for the opportunity to attend the American Library Association conference at the Javits Center for the first time; it was an inspirational experience. I am still in the process of sorting what would be applicable to our situation and what is background information. There were several themes emphasized: providing internet and other high-tech information access for the have-nots, multi-cultural outreach, and building libraries.

The following remarks are distilled from the sessions and tours I attended.

Building Libraries for the 21st Century - Look at retailing - big is better! People look for huge selection; stock is re-arranged overnight; self-service (self-checkout WILL occur);high-value staff at point of high profit area (ex. perfume), therefore, cluster staff. The library should look up-to-date - change the inside look every 3 -4 years! (These people are not from New England!)

It was predicted that off-site ("virtual") services will increase exponentially. The library must be an equity institution. ("Equity" was a big word at A.L.A.) It must provide for the handicapped and electronic "have-nots." We shall need "rooms full of computers." The library of the future should be an information service center, a community anchor and meeting place and event center. People want a place to see and be seen.

An interesting statistic is that the cost of storing electronic information is 16 times that of printed information. Also, we must never forget the importance of validating information - not everything on the Web is true. (This was repeated in other sessions.) We should get back to primary sources.

Some of the predictions culled from the 4 speakers: In 10 years holography will replace computers - the Encyclopedia Britannica could be contained on a dime...People want to get in and out fast - self-service is coming. There will be some new technology that is massively adopted, which the present computer is not. Could it be the scaled down versionthat does Internet and e-mail only for under $500?

These architects were so exciting that half the audience trooped over to the Science Industry and Business Library (SIBL) of the NYPL, which was constructed in the shell of the former B. Altman store at 34th and Madison. Interestingly, in spite of all our communication advances, the best method for sending written requests for books in the closed stacks is the old-fashioned vacuum container system. I'm sure B. Altman used it years ago to issue receipts and make change.

Public Libraries' Needs Assessment and Building Planning - Visit other libraries! (This was repeated often!) Visit other sizes and types of libraries. Keep a "want" list (including brand names) and an "avoid" list. Borrow Requests For Proposals from other libraries,then the Needs Assessment Team writes the RPF. The wording is very important, even to describing the form of the report. Ask for one copy of a very detailed cost proposal. (Save by making one's own copies!) Evaluate the consultant at the close of each phase. "Teams" are the way to go: theirs and ours.

Architectural odds and ends from sessions - Put money into foundation, roof, mechanical, electrical. "If the best can't be afforded, wait to build!" Use thermostat sensors (expensive) in ducts; flat wire and carpet squares for easy access to change "outlets" or repair wire; or, dump wires in a high "gutter";

do an electrical mock-up in the electrical contractor's wire house, because lighting is so often wrong; libraries always need more light - natural light. Increase ergonomic furniture; Aeron chair ($400) recommended; also, a long table with flexible carrel sides. We were shown a circulation desk off to one side to avoid a log-jam. We did that years ago!

Sisters in Crime had a panel discuss "The Urban Sleuth" and another on "Sleuths Go Anywhere, Do Anything and Can Be Anyone." I was amazed at how articulate and witty these authors were. Sisters in Crime was formed 10 years ago when only 15% of mysteries reviewed were by women authors. Sara Paretsky was the driving force. That figure increased to 30% within a few years. An author sat at each table and distributed paperbacks of her work. We now have an autographed copy of "Beaned in Boston" by Gail Farrelly, a delightful college professor. And, I have a list of mystery authors to try to keep up with the insatiable demand of our patrons.

Harvard law professor Carl Ogletree (counsel to Anita Hill) spoke about equity on the information superhighway and ethics. He was excellent. However, I had particularly wanted to hear U.S. Rep. Major Owens, the only librarian in Congress. Unfortunately, he was at another site. A shuttle bus made satelite sites possible, but not easy.

The American Indian Museum has moved from Harlem to the renovated Customs House near Battery Park. It was a beautiful building and the collection was interesting and appealing. The permanent Smithsonian American Indian Museum on the mall in Washington, D.C. will occupy the last open site there. I hope the one in New York is not moved to Washington as it is very educational and in a convenient spot.

The "dessert" after the various sessions and tours was a visit to the Center for the Performing Arts of the NYPL at Lincoln Center.. Playwright Edward Albee was on the panel. Albee and Jules Fisher (Tony winning light designer) loved libraries and have happy childhood memories; Estelle Parsons is too busy to use them, although she did research her role in "Bonnie and Clyde" and thanked the assembled librarians for her Oscar. Tony winning set designer Ming Cho Lee wanted everything in a library to circulate! He frequently has to refer to the NYPL - P.A. for old set designs.

One surprising little anecdote was told of finding an annotated script of Stanislavski's. Every gesture was plotted! So much for internalizing parts and then reacting spontaneously.

Even at this session, there was a reference to color copying machines, which had been mentioned several times in the course of the conference. Is this what we'll be looking for in our next copier down the road?

Carol Lewis

UPDATE ON COPIER

7/16/96 The Sharp SF2022 is ordered and a loaner will be here on 7/18.

June 5, 1996

Board of Trustees
Boylston Public Library

Attached you will find a schedule of the planned events for our Summer Reading Program, "Catch the Spark-Read".

Activities are planned to keep the cost low, but we would appreciate any help you could give us in the following areas-

Materials - Filtered flowers (estimate $15)
Cookies and Decorations (estimate $8-10)
Ribbon, foil, shoe polish for Olympic Medals
Paint for Castle
Cleaning materials for books
Book Prizes for Program Winners

Assorted - Popcorn for two movies (estimate $5)
Marshmellows for Camp Fire Stories
Milk, cookies for PJ Story Hours
Ice cream and toppings for Program Finale
Pizza for book cleaners

Thank you for your consideration.

Respectfully Submitted,

Barbara

Barbara C. Despres

SUMMER READING PROGRAM

BOYLSTON PUBLIC LIBRARY

Catch the Summer Spark

JULY 9 to AUGUST 21

Sun.	Mon.	Tuesday	Wednesday	Thursday	Friday	Saturday
D	D	July 9 Story Hour 11 AM "Lights, Lightning, Lighthouses" ---------- CLEAN THE BOOKS CLUB----------	10 2ND Annual Watermelon Seed Spitting Contest 1 PM	11 Story Telling Workshop 2 - 4 PM	12 "Turn Off Your TV Night, Light Up Your Porch" PIZZA PARTY--------	13 Meet the Author ANDREW CLEMENTS Town House 10 AM Families Welcome
E	E	16 Story Hour 11 AM "Magic & Dragons" ------ BUILD A CASTLE WEEK ----------	17 PJ Story Hour 7 PM Campfire Stories 8 PM	18 "Filtered Flowers" 3-4:30 PM 2 - 3:30 PM----------	19 Fairy Tale Tea 2-3 PM	20 Story Hour 11 AM
S	S	23 **READATHON** **8 AM to 8 PM**	24 PJ Story Hour 7 PM Campfire Stories 8 PM	25 Create A Costume Day 2 - 4 PM	26 Scavenger Hunt 2 - 4 PM	27 Story Hour 11 AM
O	O	30 Story Hour 11 AM "Fireflies"	31 PJ Story Hour 7 PM Campfire Stories 8 PM	August 1 Astronomy Program "Catch the Stars" 8 PM	2 "Inventors Invited" 2 -4 PM	3 Story Hour 11 AM
L	L	Story Hour 11 AM 6 "Dreams"	7 Movie 2 PM "The Little Princess" Big Screen Comes to the LIbrary	8 Olympics Ages 3 -6 "Mother Goose Games" 2 - 4 PM	9 Boylston Olympics Grades 2 - 6 2 - 5 PM	10 Ice Cream "Saturday" 12 -- 2 PM
C	C	13 North Cinema Movie Tickets 9:30 AM		**NOTE: August 21 MOVIE " A TOY STORY"**		

"CATCH THE SPARK-READ".....
is the theme of this Summer's Reading Program for children. This summer why not join in the fun with the kids?

How can you help?

-Volunteer to read for 20 minutes at the Readathon on July 23th

-Join in "Turn off Your TV Night" on July 12th. Turn on your porch light to show the town you are reading.

-Come and meet Andrew Clements,an author of children's books on July 13th. He describes the entire publishing process, from concept to publication.

-Volunteer to help with any of our planned activites. Do you know how to build a castle? Maybe you could help with cutting and glueing.

-Volunteer to help in the Children's Room by putting away books, checking out books or one of many daily tasks.

-Join us for a movie "Toy Story" and "The Little Princess"

-Watch our Olympic Events on August 8th and 9th.

-Donate any one of the following:

A prize for our readers

Old clothes to be used on Costume Day

Bring in empty yogurt container lids (individual) and empty cans for recycling. Proceeds will go to purchase something special in the Children's Room.

-Offer to be a judge for one of our planned events

-Let us borrow your small Christmas lights,with name attached, to "Light Up" the Library throughout the program.

-Bring in any old junk, odds and ends and what-have-you's, for the kids to use in their inventions. We will take all junk; your junk will be our treasure!

Pick up a schedule of events and join in the fun.

Questions? Donations? Volunteering? See Barbara in the Children's Room.

Thanks for your help and we look forward to a "Summer for All Ages".

Barbara

BOYLSTON LIBRARY

JULY 9 TO AUGUST 21

It's time to start thinking about our Summer Reading Program. This year's program is entitled "Catch the Spark-Read". There will be lots of activities planned for each day for all ages. There will be great fun and prizes for all.

Registration begins on June 29th in the Children's Room. You can start logging your reading time that day to get a head start on summer. Anyone ages 3 through Grade 6 can participate. There will be something for everyone, ages 3 to 93! Financial support for our activities are provided by the Friends of the Library, the Library Board of Trustees and local patrons.

All participants are asked to read for at least 15 minutes a day and keep track of their time. Time can be recorded weekly in the library.

A calender of events has been printed (be sure to pick one up!)

Events include---

--Story Hours - July 9, 16,30, and August 6 for Ages 3 to 6.

--2ND Annual Watermelon Seed Spitting Contest-Last year's was great fun!

--Story Telling Workshop - open to all in Grades 5 through 12. Learn about story telling and plan a Saturday Story Hour.

--"Turn On To Reading Night" - join families all across Boylston and show your family's love for Reading. Sit outside and enjoy a book together or turn on your porch light to show everyone you're reading. Let's set Boylston aglow with our shining lights and love of Reading at 7PM on July 12th.

--Meet and hear author Andrew Clements. Andrew is the author of Big Al and many other books for children. Bring along one of his books and he will autograph it for you.

--Clean Up Our Books Week- we'll supply the materials, you supply the elbow grease and together we'll clean the covers of all our books. Your reward-should you decide to accept this challenge-will be a Pizza Party on the last day.

--Build a Castle - start with empty crates and create a midevil masterpiece in four short days.

--Collect empty cans and bottles in the library and we will use the money to buy something special for the Children's room. (We will take Maine returns, too)

--Filter Flowers - create your own beautiful flowers with coffee filters and food coloring. (Grades 3 through 6)

OVER

--PJ Story Hours - July 17, 24,31, for ages 3 to 6. Wear your "jammies" and join us for stories, milk and cookies.

--Campfire Stories - July 17, 24,31, grades 2 through 6. Are you brave enough to sit in the dark around a fire and hear all sorts of stories, including ghost stories? We will make it easier with marshmellows to roast.

--Fairy Tale Tea - come dressed as your favorite story book character, hear a couple of stories and decorate tea cookies to eat. Open to ages 3 to 7.

--Saturday Story Hours - July 20, 27, and August 3 for ages 3 to 6. Given by Youth Volunteers.

--**READATHON**- Tuesday, July 23. Join us for a part of the day in our Around the Clock Reading - stay as long as you like. (Reader volunteers still needed!)

--Create a Costume Day - Bring in some old clothes, use some of ours and design your own unique costume.

--Scavenger Hunt -work with a partner and let's find out who the best detectives are.

--Catch the Stars - hear and learn about the stars as you sit beneath them.

--Inventors Invited - see what you can invent with our specially collected junk!

--Movies- August 7- "The Little Princess" Movies on the big screen in 16 mm.
August 21 - "Toy Story" Served with a side order of popcorn.

--OLYMPIC EVENTS Mother Goose Games Ages 3 to 6 August 8th
Boylston Olympics Grades 2 to 6 August 9th

--Ice Cream "Saturdaes" - create your own sundaes on Saturday. **

-- Travel with us to North Cinema for a first run movie. Tickets provided for parent as well.**

In addition, there will be weekly Trivia contests and surprise events.

Sign up for as many events as you want beginning June 29th.

**These events are for children who participate by checking in at the library on a weekly basis.

LET'S SHOW EVERYONE THAT BOYLSTON HAS THE READING SPARK AND SPIRIT!!

Questions??? Call Barbara at the Library (869-2371)

Circulation of
TF expenditures per Treasury Journal

FY 93	777	FY 92	1,548
FY 94	[illegible]	FY [illegible]	0
FY 95	[illegible]	FY 90	1,725
		FY 89	2,169
		FY [illegible]	[illegible]
		FY 87	2,714
		FY 86	2,927
		FY 85	1,512

BOYLSTON PUBLIC LIBRARY

BOYLSTON, MASSACHUSETTS 01505

January 17, 1994

Dear Brian,

We will, indeed, cut our FY95 budget request by 10%. Because the full board of Library Trustees was not in attendance at our meeting last week, we would like to hold off on a definite decision as to the best place to make cuts in the FY95 budget. We will reduce our request by 10% which could be effected by reducing hours of employees (therefore, fewer hours in which the library is open) or the amount of money spent on books and materials. We are, of course, concerned that either course will affect our effectiveness, and want to be a participant in any over-ride articles which may be deemed necessary. Therefore, at this time, we are requesting $78,430.00.

As you know, we are always very conscious of "State Aid" (Library Incentive Grant/Municipal Equalization Grant), which adds about $3,000 to our budget each year, because we meet the requirements for certification. There are several requirements, one of which is that the municipal appropriation must be equal to 2½% more than the average appropriation for the past three years (in this case, $85,122). Ten waivers are allowed by statute, if it can be shown that the municipality's library is not taking a disproportionate cut of municipal expenses. (There will be many more than ten applicants for waivers.)

In this fiscal year, the library will be receiving over $5,000, including a federal grant and some additional MEG money. (Funds appropriated by the state, but not expended on ineligible libraries are divided among "certified" towns and cities.) Also, it is necessary to be "certified" in order to apply for state or federal grants.

Since 1988, the library has not expended money for any of the capital expenditures proposed in the late 1980s (for a projected period of 5 years).

The hours for the children's librarian were cut.

The town last purchased a typewriter for the library in 1984.

In 1985, major roof repairs were made, and the cost was absorbed by a town maintenance account. In 1991, repairs to the roof costing $1,700 came from the library budget. A serious leak occurred on January 5th, which Barnard Roofing Co. stopped temporarily, but there may be further stop-gap measures before the situation can be permanently (and expensively) addressed in the spring.

All painting during the past decade has been done by volunteers or Assabet Valley Vocational School students. The exterior trim has deteriorated badly, and we have had a request on file with Assabet Valley since March, 1993. If this project csnnot be accommodated by the school, there may be expenses involved in maintaining the wood trim.

There will be further A.D.A. expenses.

Please call Sara Connor, Trustee Chairman, at 869-6679 or call me at the library, 869-2371, if you have any questions before our meeting with the Finance Committee in February.

Sincerely,

Carol Swiss
Library Director

CMRLS PROJECT TO PROVIDE MEMBER LIBRARIES WITH C/W MARS ON-LINE AFFILIATE MEMBERSHIP

The Central Massachusetts Regional Library System, as part of its plan to provide enhanced information access through its Supplementary Budget increase for FY'94 and proposed Plan of Service for FY'95, is offering start-up port and terminal charges for member libraries to become online affiliates to C/W MARS. For libraries that currently have no C/W MARS connection, this means:

- One conversion port - current value $2,000.
- One microcomputer to provide the network connection - value $700-$1800.
- One printer - budget permitting. (Libraries that become online affiliates in FY'94 may have to wait until FY'95 for these.)

Actual value of microcomputer provided will depend on bid quotes and number of libraries wishing to participate. Minimum will be a 386DX PC, with two floppy drives. Goal is a 486DX with best quote of hard drive capacity, processing speed, and memory that can be negotiated.

MEMBER LIBRARY COMMITMENT:

- Letter from library director or trustee chair to David Sheehan, C/W MARS Network Manager, agreeing to annual membership charges
- Annual membership - $1,500.00; pro-rated $125.00 per month through the fiscal (July - June) year if membership begins mid-year.
- Ongoing conversion of current holdings into C/W MARS
- Cost of cable (.22 per foot) if the microcomputer is to be located a distance from where telephone lines come into the library. If the unit is located in another room, some electrical work may be necessary to extend the cable and to install an outlet if necessary.
- Computer table to house the microcomputer and printer.
- Outlet/s (four needed) for DSU leased line, microcomputer, monitor and printer. A power strip is acceptable - 1.5 amps.

INCLUDED IN THIS ON-LINE AFFILIATE MEMBERSHIP AT NO EXTRA CHARGE:

- "Inquiry" functionality - Access to a database that lists and indicates locations of the current 4 million records in 47 full-member libraries and to all future added and converted records.
- "Conversion/ holdings edit" function - Ability to enter your library's acquisitions into C/W MARS

CMRLS PROJECT/C/W MARS ON-LINE AFFILIATE MEMBERSHIP (continued)

- Internet access - initially to the electronic mail function, with Telnet and File Transfer Protocol (FTP) to be available in the near future.

- CARL Corp.'s "UNCOVER" database - table of contents listings of /3200 magazine titles

- Miscellaneous data bases free through CARL such as Librarians Yellow Pages, Federal Domestic Assistance Catalog, etc.

- Training by C/W MARS staff, with additional support available through the CMRLS consultants.

OTHER OPTIONS AVAILABLE NOW OR IN THE VERY NEAR FUTURE:

- Additional conversion or public access (PAC) ports may be purchased for $2000.00 before October 1, 1994 and $3,000 each thereafter, with an on-going (annual) charge of $1,000.00 for the conversion ports or for the first PAC port. Additional PAC ports would be $500 annually. (See attached Sched. A)

- Participation in remote reference databases through a C/W MARS network license. Currently UMI and IAC are offered. Enclosed is the pricing schedule for UMI. The option of a shared simultaneous access password may prove very cost effective to smaller libraries. IAC (INFOTRAC) is also available, but is priced individually according to libraries' materials budgets.

- C/W MARS is currently exploring a MARC-out alternative that could be used by stand-alone microcomputer circulation systems for both conversion as well as adding current holdings from the C/W MARS database to your stand-alone on an on-going basis and vise versa.

- An inexpensive A/B switch could be used to share C/W MARS services between two computers.

FUTURE RAMIFICATIONS:

The library that stands alone is increasingly hard pressed to fill the diverse information needs of its users. The MBLC Strategic Plan calls for a statewide electronic database that will link all types of libraries and their patrons across the Commonwealth. This online affiliate program can provide your library with its first linking into the world of the "information superhighway" of tomorrow that is such a frequent topic in the media of today.

Commonwealth of Massachusetts
Board of Library Commissioners

648 Beacon Street • Boston, Massachusetts 02215

Sara Connor
Chair, Boylston Public Library Trustees
8 Greenwood Street
Boylston, MA 01505

April 14, 1994

Dear Ms. Connor:

I learned from a telephone conversation with Carol Swiss that the Boylston Public Library may not receive enough municipal funds to remain open if the cluster override fails.

State Aid to Public Libraries, which is administered by the Board of Library Commissioners, is designed to provide incentives for municipalities to meet certain minimum standards of library service and to maintain the quality of library services through a Municipal Appropriation Requirement. If Boylston does not meet the Municipal Appropriation Requirement, it will not be eligible to be certified by the Board of Library Commissioners to receive the Library Incentive Grant (LIG), Municipal Equalization Grant (MEG) or Nonresident Circulation Offset (NRC) in FY95. Boylston will also not be eligible for State Aid to Public Libraries in FY96 if the library is closed during FY95, because it will not have met the hours open minimum requirement. Accordingly, Boylston will be denied certification in FY95 and FY96 if the library does not receive enough municipal funding to remain open.

Without certification to receive State Aid to Public Libraries:

(1) Boylston and its library do not receive State Aid to Public Libraries,

(2) the library is ineligible to apply for any other state or federal grant programs administered by the Board of Library Commissioners, and

(3) libraries in communities certified by the Board of Library Commissioners are no longer required to extend reciprocal library services, beyond in-library use of their materials, to the residents of Boylston.

617 267-9400 • 800 952-7403 (in-state only) • Fax : 617 421-9833

In FY94 Boylston was certified by the Board of Library Commissioners and received $3,256.09 in State Aid to Public Libraries. The FY95 Cherry Sheet Estimate for Boylston's State Aid to Public Libraries is $3,212.38. This amount will be lost if Boylston is not certified for the FY95 grant round.

Please contact Dianne Carty at the Board of Library Commissioners to discuss the requirements for State Aid to Public Libraries in FY95.

Sincerely,

Dianne L. Carty
Head, Data Analysis and Research

cc: Carol Swiss, Director, Boylston Public Library

CRACKER CRUMBS

April 28, 1997

CRACKER CRUMBS
is published to inform Central Mass. Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION

cmrls

The **Talking Book Library** (TBL) at the Worcester Public Library has received a $20,000 grant from the Memorial Foundation for the Blind.

★★★

The May meeting of the **Board of Library Commissioners** (MBLC) will be held on Thursday, May 1, at the Worcester Public Library at 1 p.m. Observers of this open meeting will be welcome.

LEGISLATIVE HEARING THIS WEEK

According to Maureen Killoran, MBLC Legislative Liaison, there will be a public hearing on library legislation before the Joint House and Senate Committee on State Administration on Wednesday, April 30, 1997 at 1:00 p.m. The session will be held in Hearing Room A-2 at the State House. Members of the public, state representatives and senators may testify in support of the Strategic Plan (H.1995) and public library construction (S.1418) bills. CMRLS Interim Planning Committee member Rena Richard, a trustee of the Upton Town Library will testify on behalf of the Strategic Plan. Others willing to testify on either bill are invited to call Maureen at 800-952-7403.

FIELS ALA FINALIST

Keith Michael Fiels, Director of the MBLC, is one of three finalists for the position of Executive Director of ALA, according to an electronic release forwarded from the Association on April 18. Other candidates are Christopher A. Damon, Executive Director, Accreditation Association for Ambulatory Health Care in Skokie, IL and Elaine K. Didier, Director, Residential and Research University Programs, Academic Outreach, University of Michigan, Ann Arbor.

The three will be in Chicago the week of April 28 for interviews with the ALA staff and the Search Committee.

LIBRARY ABUSED ON-AIR

On April 10, the Northborough Library received a telephone inquiry from a man who identified himself only as the father of a

fourth grade girl who wanted to know if the library owned some titles. A staff member checked a variety of resources without locating them, meanwhile keeping the caller informed about her findings. The titles had subtle sexual double meanings. As professional ethics require, the librarian made no judgements about the validity of the caller's query — the dad could have been investigating books for his daughter for any reason.

Later, the daughter of another staff member called the library because she had just heard the conversation broadcast on radio station WAAF (107.3 FM). The disk jockey, either "Opie" or "Anthony", did not identify himself as a DJ, nor did he alert the staff member that she was being recorded for broadcast. According to listeners' reports, there was a bet riding on the librarian's response.

Northborough Librarian Jean Langley acquired a copy of the FCC code, 47 CFR Ch. 1, Section 73.1206, which clearly states that a station must inform any involved party that it is recording a telephone conversation for broadcast.

In a letter to the FCC, Jean wrote:

Libraries provide a valuable public service. We answer questions without making judgments about the intent or the intelligence of the person making the request. We do not appreciate a federally licensed broadcaster making the library the object of a joke .... We are also concerned that the young people who listen to WAAF will get a poor message about respect for the public institutions that are here to help them.

SEX OFFENDERS IN THE LIBRARY

Recent legislation in Massachusetts requires released sex offenders to register with local police departments and the police to notify communities of their whereabouts. As a result, librarians in the Eastern and Central Regions report that they have been requested by their police chiefs to display "Level 3 Notification" posters showing sexual offenders who have been released from prison and are living in Massachusetts. Level 3 offenders are those who have been evaluated before their releases from prison and found to have a high likelihood of committing another sexual crime. (see *Annotated Laws of Massachusetts*, C.6, section 178K) The request has sparked heated debate in Abingdon, Fitchburg, on electronic discussion lists, and at the April Board of Library Commissioners meeting.

According to Elizabeth Watson, Chief Librarian in Fitchburg, the posters include color mug shots as well as the offender's name and current address.

As Liz reported, "People come down strongly on both sides of the posting issue. Some believe that in a democracy, when you've served your time, your slate should be wiped clean. Others believe that the community has a right to know and that it's irresponsible of the justice system to let sex offenders out of prison. Those customers feel the poster should be 6 feet tall and life-sized with copies distributed from the circulation desk."

It is legal to exhibit the posters. According to Liz, what remains is "... a question of professional ethics." In Fitchburg's case, the poster shares bulletin board space with other town meeting notices.

TWO EDITIONS OF THE INTERNET: CYBERPATROL AT THE BPL

by Carolyn Noah, Regional Consultant

A philosophically diverse panel discussed "Censorship or Protection? CyberPatrol at the BPL" at a forum held on Thursday, April 17. A packed house included representatives from the public, school and academic library communities from as far away as New Hampshire and Rhode Island. The forum was held at Simmons College in Boston and sponsored by the Simmons College Library and Information Science Student Association. Following are highlights of the forum.

The session opened with an overview of the CyberPatrol software by Steve Paling, a teaching assistant in the library school's technology laboratory. He loaded the software on a variety of computers and found that it did effectively filter some text strings (for example, words including the string "...ussy" — Debussy, among them). However, it did not reliably prevent viewing pornography, did not effectively filter incoming mail, in some cases did not effectively

filter outgoing mail. He found that the software could be disabled by anyone with a little computer knowledge.

Bernard Margolis, President of the Boston Public Library (BPL), spoke about the library's decision to use CyberPatrol on computers providing Internet access to children. He urged the audience to recollect that the decision was made in a highly charged political environment. Three principles formed the basis on which the decision was made. They are: libraries need to be safe places; librarians need to respect the rights and responsibilities of parents; and libraries must do both in light of the first amendment.

(Margolis) asked, "Have we deceived parents, or has our role changed?"

Therefore, the BPL offers "two editions of the Internet", just as many more traditional media are offered in two levels of sophistication, for children and adults. The BPL uses three of twelve possible filtering controls, those for sexual acts, full nudity, and partial nudity. Margolis concluded his presentation by noting that libraries have had a traditional trust with parents, who understood that the role of librarians is to provide "guidance and mentoring." He asked, "Have we deceived parents, or has our role changed?"

John Roberts, Executive Director of the Civil Liberties Union of MA (CLUM), called CyberPatrol at the BPL a "double-edged sword" for the CLUM. His organization was ready to sue Mayor Menino if his initial plan to filter all access was implemented, but withdrew when the plan was modified. He noted that a parallel case was going forward in Orlando, where all access is filtered. He urged people "not to overact, but to proceed with caution."

Linda Braun, General Partner/ Consultant with Librarians and Educators Online (LEO), provided an example that illustrated how difficult it is to make good decisions for anyone but one's own family. Her example was an angry parent complaining about a book. As it turned out the book, was a Christmas story telling where parents hid gifts — and the fictional hiding place was the same as in the customer's home. Braun posed three questions by which she tests her position on access: should children in public libraries today have free access to all materials; is there something inherent in the Internet that would make her change her mind about access; what can librarians do to educate the public, parents, and children about the 'Net? She urged librarians to guide children and their parents in using the resource, to be evaluators of sites, and to encourage responsible use.

Ken Withers, formerly supervising attorney at Conley and Hodge and a GSLIS student, spoke about the critical value of information barred by filtering. He suggested that pages appropriate for gay and lesbian youth, those seeking birth control counseling, even an Episcopalian missive on the role of sexuality in society would all be banned. Calling filters "technological snake oil", he suggested that filtering discriminates against those most in need as well as some groups of people who are often marginalized by society.

Evelyn Reilly of Morality in the Media cited several studies that show a correlation between pornography and violence against women. She urged people to consider that if we believe reading and viewing some images and books can be uplifting, then we must acknowledge that others can be damaging.

Dr. Robert Barnes, psychologist and member of CyberPatrol's community advisory board, cited research that indicated that "the majority of TV viewers may be invulnerable to the effects of violence; others are vulnerable. The focus of concern should be those who are vulnerable." Parents make calculations about the safety of an environment before they send their children into it; sometimes they transfer their roles to other adults, as when they send their children to the library. He read the narrative of a child's hypothetical visit to the library, in which he viewed three bestial and violent images at the copier and on the computer screen. Afterward, the child would, he said, be troubled and worried. Barnes warned that viewing pornography and violence could trigger violence in those who are unstable to begin with.

Though the presentations were engrossing, it was clear that there was no philosophical compromise. Participants Withers, Barnes and Reilly used dramatic or graphic examples to inspire audience sympathy. The effect was to cast them as extremists. Despite differing positions, Margolis and Braun spoke clearly and reasonably about the challenges posed to librarians in the information age. Margolis believes that using CyberPatrol in the library ensures librarians' role as guides, while Braun sees filtering as an abdication.

REGIONAL 911

by Carolyn Noah, Regional Consultant

Q: What should I do if someone is viewing pornographic material on the Internet in my library?

A: First, be sure your library's Internet policy includes a statement on legal and appropriate use of the service; then be sure your procedures will help you to maintain the policy.

If a customer is viewing pornographic images on the Internet, staff *should* intervene. Your policy supports intervention, and it's in the best interest of your clientele. Firmly remind your customer that what he or she is doing is determined by the policy to be inappropriate. If the policy includes terms under which privileges may be lost, follow the established guidelines.

However, nothing is simple. As with any library materials, the customer's right to privacy should be observed. If your space or budget does not accommodate individual carrels or devices to ensure a measure of confidentiality to the patron, you may not have the option of providing Internet privacy. Staff should not patrol for inappropriate use. If your Internet computer is easily visible to those using the library, observation will keep you informed of problems.

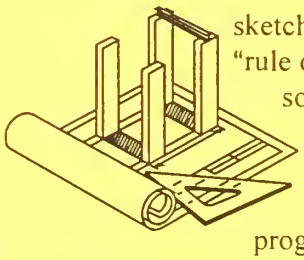
Ensure that your procedures help you to maintain appropriate library behavior at the Internet terminals. You may ask Internet users to sign a letter of understanding about policy and practice before they use the service. Let customers know they are accountable for their actions by having them sign in when they use the 'Net. To minimize excitement over Internet "finds", include a maximum number of viewers per time slot (for example, two) in your procedures statement.

Privacy screens may be an asset for libraries wishing to provide confidentiality without setting aside a special area. The screen is a device that mounts over the monitor screen and prevents images from being viewed if one stands to the side of a PC. (However, they make an image even more clear from directly in front of the screen, according to a Web4Lib listserv posting). Such screens are available from 3M, Fellowes, and others and cost under $100.

Alternatively, you may be reassured by checking the Internet history of your computer on a regular basis. Libraries with a lengthy history of providing public Internet access report that a very small number of all sites visited raise concerns about appropriate use. To view your computer's history, open Netscape. In the URL box, instead of entering a URL, type "about: global". You will view a complete history of URLs visited.

As always, call the Regional Consultants for further information, but be of good heart. Most library customers are cooperative people. For some (e.g., teenage boys) exploration is natural and developmentally appropriate. But when customers are aware that the library must be a safe place for everyone to explore, nearly everyone will cooperate.

LUSHINGTON ON BUILDING



Nolan Lushington sketched practical "rule of thumb" solutions for planning buildings in an April program for CMRLS librarians. Entitled *Library Building Evaluation and Solutions,* the session offered valuable tips such as this: based on a twenty year projected population, expect to build 1 square foot per person.

The browsing area for new material will likely be the most used with the highest circulation; highlight it with spot lighting and open

display shelving. The quiet study area should have comfortable ergonomic seating for long term use. Having individual carrels near the non-fiction shelving creates a quiet area and gives these users access to the collection.

A good justification for more space is to compare your library building now to its most recent renovation or addition. For example, compare the population, size of library, circulation, reference area, and materials collection of 1970 to those of 1996. Use graphics and charts to make your point. Conduct focus groups and surveys to validate your findings.

Evaluate your current library building from the user's point of view before you build a new one. Do you have a perpendicular, lighted sign with the library name and hours clearly visible from the road? Can you see the entrance from the parking lot? Can you enter the library with ease? Be aware of steps and the need for automatic door openings. Is there a sight line from the entrance or clear signage — to a new materials display, the information area, the children's room, and the catalog?

Another "rule of thumb" was to plan for 3-5 books per capita and 10 seats per 1,000 people in populations under 10,000 (in communities over 10,000, factor 5 seats per 1000 population). A useful handout from the workshop outlined the basic steps to consider in planning a building.

ELECTRONICALLY SPEAKING

Sites to See

MLIN now includes a *Directory of Massachusetts* libraries. Navigable by a clickable image map, each entry includes library name; address; phone and fax; staff names and e-mail addresses; hours; and links to relevant Internet sites. http://mlin.lib.ma.us/libdir/

★★★

To complement the brouhaha over President Clinton's support for early childhood development, visit these sites:

I Am Your Child, which provides information about child development, parenting, and a state-by-state resource guide. *http://iamyourchild.org*

ALA Kids, including information about libraries and literacy, pages of reading and literacy resources for parents, and quotable facts. *http://www.ssdesign.com/ALAkids/*

YOUTH SERVICES NOTES

Unlock the Mystery —Read in 1998

Unlock the Mystery —Read! will be the theme of the 1998 statewide summer reading program. The slogan and program artist were selected at the April 11 meeting of the statewide summer reading program steering committee. Framingham graphic artist Scott Hogdon contributed clean, strong poster art that will help the program to appeal to its young adult audience.

The theme for 1999: humor. Since the regional library systems will likely be multitype before the planning for 1999 begins, there may be some interesting expansions and changes in the program ahead.

★★★

Internet Read-In Upcoming

On May 9th, students, educators, and children's book authors will connect over the Internet for a celebration of reading. Jane Coffey, the Read-In director, encouraged teachers and students from kindergarten through high school to spend May 9 with their pillows and reading materials, chatting over the Internet with authors. Among the authors enlisted are Coffey, an author herself, Avi, R.L. Stine, and Ed Emberley. To date, more than 108,000 people are joining in on the fun!

The event is free and is open to any school with access to the Internet. Microsoft has donated equipment and expertise that promises to make the event state-of-the-art. For further information about the Read-In, visit: *http://www.gsh.org/readin.*

Schools wishing to sign up for the Read-In should send an e-mail to Jane Coffey at *AFCJane@aol.com.* Include school name, city, state, and number of participants.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

The AV center has leased six 16mm feature films from May 1997 to May 1998. They are:

Matilda
Alaska
Hunchback of Notre Dame
Fly Away Home
101 Dalmatians
James and the Giant Peach

The titles are for library use only; each library is limited to one booking per title unless demand is lower than anticipated. Libraries can also take advantage of large, attractive movie posters that may be scheduled a week or ten days before show dates.

The AV center will accept requests beginning on Wednesday, April 30, at 10:00 a.m.

Lease agreements prohibit general advertising. Libraries may prepare in-house announcements, but no newspaper, radio or television advertising is legally permitted. Librarians should advise local reporters of these restrictions. While media coverage of library events is always appreciated, the publicity of these titles must remain within the library.

JOB OPENING

Youth Services Librarian, Bellingham Public Library. The library seeks a personable, service-oriented individual to manage Children's and Young Adult areas of the library. Qualifications: ALA/MLS; minium 2 years youth services experience, preferably in a public library; supervisory and computer experience. Hours: 35 hours, including some evening and weekend hours. Includes benefits. To apply, send resume and cover letter by 5/15 to:

Laura Einstadter, Director
Bellingham Public Library
100 Blackstone Street
Bellingham, MA 02019

SUMMER CONTINUING EDUCATION OFFERINGS

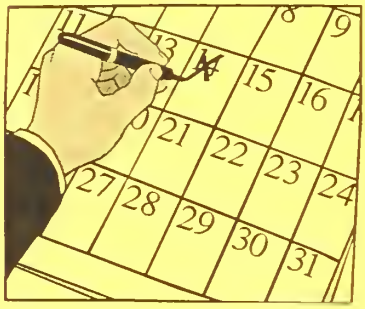
Need training on Netscape, Windows, or writing Web pages? Maybe you'd like to be a more effective searcher on the Internet. How about planning for library Internet access and how filtering works? Perhaps the opportunity to discuss Newbery Award winners past and potential with 1998 Newbery Committee member Carolyn Noah would be helpful?

These are highlights of the Region's first *summer* professional development calendar. Now under development, the schedule will include offerings of general interest to multi-type library staff. The program brochure will be mailed to current member libraries and to the many libraries who have participated in the evolution of the new CMRLS. PDPs will be available.

Since it's unknown whether or not the new Region will be legislatively enacted, summer registration procedures will identify importance of current membership in the CMRLS to participate in Regional continuing education offerings.

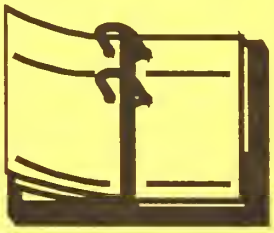
Look for a complete announcement in May.

COMING UP



Create Your Library Home Page, presented by the Information Technology Section of NELA on Friday, May 30 at Holy Cross, from 9 - 4. Additional sessions in other parts of the state. NELA members, $45; non-members $55. For information, contact Elaine Allard at *eallard@oz.plymouth.edu*, 603-536-2394.

UPCOMING CRUMBS DEADLINES



Dates: May 7, 28, June 25.
Crumbs is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

CRACKER CRUMBS

April 14, 1997

CRACKER CRUMBS
is published to inform Central Mass. Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION

cmrls

Marcia Boundy, Director of the Berlin Public Library, announced that she will leave her post to resume her career in journalism.

LEGISLATIVE UPDATE

On April 7, The House Ways & Means Committee recommended full funding for the second year of the Strategic Plan, according to MBLC Government Liaison Maureen Killoran. The recommendation is a positive sign for the legislation, which still must be navigated through the Senate.

The Massachusetts Library Association's Legislative Day was held at the State House on Wednesday, April 9. An impressive array of legislators appeared and spoke. Among them were Lt. Governor Paul Cellucci, Representative David Cohen, Senator Thomas Birmingham, Senator Richard T. Moore, and Representative Harriette Chandler. Over 200 library advocates attended the event and took the opportunity to talk with their representatives on Beacon Hiil.

REGIONAL 911

by Alice Atanian, Head of Regional ILL

Q: When should requests be faxed to the Regional ILL office and when should a response be expected? We were promised 24-hour response time and many times it is much later when we get a cancellation.

A: A request is usually faxed because your library has missed a delivery pick-up or your patron came in late and needs the material by the next delivery. It is understood that the search for faxed requests will be only in the Worcester and Central Regional collections.

When you have located the material you need in C/W MARS, print out the screen or screens that include the call number and location from which you are requesting it. If you do not have a printer, copy the author, title, and call number from the screen to a CMRLS form. Remember that:

- requests must include the name of the requesting library and return fax number
- fax requests for books will generate a shelf check only
- books will not be placed on reserve when a request is faxed

Requests faxed before noon on any given day will be searched on that day. If they are found, the materials should be on the next delivery to your library. That is the reason we ask that you include a CMRLS and/or a Worcester call number so that the staff may go immediately to the shelf and pick up the book for the next delivery.

Many times the database tells us the book is on the shelf — and when we get there it has done a disappearing act. We dislike canceling without knowing the reason, so the request is usually held for another day or two and searched again before it is canceled.

If we can get through to your library via the fax to cancel a request, that is our first option. If not, cancellations are placed in the blue message envelopes for next delivery.

Periodical requests should be verified in a nationally recognized source, such as *Reader's Guide*, *Uncover*, *Worcester Area Union List of Serials* (WAULS), or *First Search* and verification information should be included with the request. Other tips to make faxed ILL service most effective include:

- Submit no more than three article requests per patron per day.
- Fill in complete periodical title (no abbreviations), volume, date, month, year, name of article and page numbers on a CMRLS periodical form
- Verify patron's willingness to pay charges for photocopying. Some libraries charge and some do not. If a library does charge and patron willingness to pay is not indicated, the request will be aborted at this point.
- Be aware of copyright laws pertaining to libraries.
- Set up a priority list of 10 libraries with the help of C/W MARS. This would allow you to decide which libraries you would contact first when searching for materials. Contact Joan Kranich at C/W MARS if you need help.

Ready reference will be handled by Worcester and Fitchburg TIS and only brief answers (such as those found in directories, dictionaries or encyclopedias) will be faxed to your library. Member library fax numbers are listed in the CMRLS directory, so if WPL or CMRLS collections do not yield the material requested you might check another public library.

ELECTRONICALLY SPEAKING

The Library Channel Opens Access

The Internet's challenge for libraries is that library staff cannot select what reaches customers through Internet terminals as they do with other resources. A new product by Vimpact suggests that solutions may be on the horizon. **The Library Channel** enables librarians to regain control over the resources that enter their libraries over the Internet. The Library Channel is front-end software that provides:

- a simple graphical interface to the Internet with sites arranged categorically
- library selections tools which allow librarians to stock "CyberShelves" with Internet resources
- guided access control, so that librarians can optionally select which Internet sites patrons can access

Ohio librarian Don Yarman spontaneously endorsed the product in a February 27 listserv posting:

TLC looks like it might be a good compromise between those of us who recognize the great value of public Internet access, and those who feel we must Protect The Children. Perhaps it won't mollify the Family Friendly Libraries

group (hard at work expressing their outrage over public Internet access here in Ohio), but I think it moves us in the right direction, toward deliberate selection of resources that we will provide, and not toward deliberate censorship.

While Regional staff has not previewed and does not endorse this product, its arrival is news of note because there will soon surely be an array of products that restore professional selection responsibility to professional librarians. To learn more about The Library Channel, visit Vimpact's site at *http://www.vimpact.net/TLCPO.htm.*

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Sites to See

Professional organizations' sites on the web, for information about programs, policies, and membership:

Massachusetts Library Association: *http://www.ultranet.com/~eifert/mla.htm*

New England Library Association: *http://world.std.com/~nela/*

American Library Association: *http://www.ala.org*

American Conservative Networks' Search Engine: *http://www.ConservativeNet.com/* Calling itself "the only exclusively conservative search engine on the web," this site provides a simple interface for searching forty conservative web sites and nearly thirty online publications and meta-sites.

CHILDREN'S SERVICES NOTES

MA Children's Book Awards Announced

Wayside School Gets A Little Stranger by Louis Sachar is the winner of the 1997 Massachusetts Children's Book Award. Honor Books are: *Walk Two Moons* by Sharon Creech; *Letters from Rifka* by Karen Hesse; *Nasty, Stinky Sneakers* by Eve Bunting; and *Time for Andrew*: *A Ghost Story* by Mary Hahn. For complete information about the Massachusetts Book Awards contact: Dr. Diane Bushner, Education Department, Salem State College, 508-740-7042; Fax: 508-740-7023.

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Correction: May CSDG to be held in Spencer

Children's Services staff received an incorrect notice of the May 12 CSDG program, **Planning Author Visits**. Contrary to the meeting notice, the program will not be held in Leominster. Instead, the session will be held as originally scheduled, at the Richard Sugden Library in Spencer.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

Now that winter's fury is fading along with comet Hale-Bopp, we can dig out our work gloves, roll up our sleeves, clean up winters's debris and get on with spring. Our video series, **Yardening with Jeff Ball** is endorsed by the National Gardening Association, and will give you many ideas and growing techniques to improve your yard and gardens. The titles in this series are:

How to Care for Your Lawn (VH02185)
How to Design a Flower Garden (VH02183)
How to Design and Build a Vegetable Garden (VH02187)
How to Grow and Cook Fresh Herbs (VH02192)
How to Nurture Seedlings (VH02189)
How to Grow Cool-weather Vegetables (VH02191)
How to Grow Flowers (VH02182)
How to Grow Healthy Houseplants (VH02186)
How to Grow Plants in a Greenhouse (VH02188)
How to Grow Plants in Sunspaces (VH02184)
How to Grow Roses (VH01281)
How to Grow Warm-weather Vegetables (VH02190).

The AV Center has added an interactive children's video series on some of the major holidays celebrated in North America. The series explores the cultural

heritage, customs, symbols, rituals and folklore surrounding each holiday. Each title combines traditional music, illustrated folk tales, animation, and arts and crafts to illustrate the meaning and significance of each celebration. The series includes:
Arbor Day (VH04654)
Chinese NewYear (VH04648)
Christmas (VH04720)
Cinco De Mayo (VH04650)
Easter (VH04649)
Halloween (VH04653)
Hanukkah/Passover (VH04569)
Rosh Hashana/Yom Kippur (VH04655)
Thanksgiving (VH04647)
Valentine's Day (VH04651)

NEW IN THE WORCESTER COLLECTION

by Joy Hennig, Reference Librarian

Diseases (Ref 616.003), a new eight-volume encyclopedia published by Grolier, will be a welcome addition to any library seeking to provide up-to-date medical information to patrons, particularly young people. Material is presented in accessible, non-technical language and arranged in an attractive format, with plentiful graphs, charts and "boxed" items. Several typefaces and colors are used, adding to the visual appeal of the work. Over 400 diseases are covered. Most articles contain information on the causes , incidence, "symptoms that you may notice", "symptoms that your physician may observe", stages, and preventions of the disease. Advice as to when to seek medical assistance is highlighted in red italics. "See" and "see also" references are included for each entry, and each volume concludes with an index to the whole set. There are no bibliographies.

This will be a good resource for students doing homework assignments, but will be useful for many adults as well, especially when used in conjunction with other medical reference works.

In his introduction to *Fundamentals of Complementary and Alternative Medicine* (Ref 615.5 F981), Dr. C. Everett Koop cites a study that indicates that "one third of all adult Americans regularly use some kind of alternative treatment even though it was not covered by insurance" and states that it is time that we take another look at treatments which stress mind-body interdependence.

This volume, designed for medical students and practitioners as well as consumers and parents, is not for the casual browser. In the opening chapters of the work, its editor suggests that the reader become familiar with background material before delving into articles on individual therapies such as acupuncture, aromatherapy, curanderismo, and chiropractic.

The text, while accessible to the literate non-professional, requires careful attention. Still, this source provides a balanced approach to the claims of both traditional western medicine and its alternatives in a convenient format. Each article includes information on the history, development, theoretical basis, and use of the treatment followed by an overview of current research available on its efficacy. Each is followed by a summary of conclusions and a bibliography. The volume is edited by the Executive Director of the College of Physicians of Philadelphia and contributors range from practitioners of traditional medicine and social scientists to advocates for more unorthodox regimens. All appear to make an honest attempt to present evidence fairly and objectively.

This resource, which may be useful on circulation as will as in the reference collection, will serve the needs of a public increasingly interested in alternative medicine.

JOB OPENINGS

Library Director, Berlin Public Library. Small progressive public library seeks part-time director for management and operation of 15,000 volume library serving community of 2,300; 22 - 25 hours/week; minimum four years college with library experience. Duties include managing small staff, grant writing, knowledge of C/W MARS and Winnebago preferred. Recent library science graduates considered. Send resume, letter of application and three references to Lucy Ayers, Chairman, Library Trustees, 167 West Street, Berlin, MA 01503. Closing date May 20, 1997.

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Children's Assistant, Gale Free Library, Holden. Qualifications: demonstrated ability to work well with children; strong organizational skills; typing. Background in public service, experience with computers and Internet desirable. Education: high school diploma or equivalent; associate's degree desirable. Duties: under the direction of the Head of Children's Services, perform specialized library tasks and routine clerical tasks which support the effective operation of the Children's Department. Includes reference, reader's advisory, shelving, volunteer training, bulletin board displays. Salary: $9.346/ hour ($327.11 per week). Closes April 25; send application letter and resume to Jane Dutton, Gale Free Library, 23 Highland Street, Holden, MA 01520.

NEW IN THE REGIONAL COLLECTION

Bauer, Caroline Feller. *Leading Kids to Books through Magic.* How to work magic into your programming. RCOJ Ref j027.65.

★★★

Children's Books: Awards and Prizes, 1996 edition. Includes criteria and winners of all major English language book awards. RCO Ref j025 1996.

★★★

Fidelman, Miles. *All-out Internet Access: the Cambridge Public Library Model.* ALA, 1997. Talks about what's involved in providing Internet service, networking computers, software, getting started with staffing, budget, scheduling. RCO 025.04

★★★

Hicks, Doris Lynn. *Flannelboard Classic Tales.* Techniques and patterns for 18 tales. RCO Ref qj371.2

★★★

Kismaric, Carole and Marvin Heiferman. *Growing Up With Dick and Jane.* The history of the (in)famous readers and how they reflected society. RCO Ref qj428.6.

★★★

Quezada, Shelley. *Developing Literacy Programs in Small and Medium-Sized Libraries.* ALA, 1996. An excellent pamphlet on starting a literacy program with lists of resources and ideas. RCO q027.6

★★★

Sagraves, Barbara. *A Preservation Guide: Saving the Past and the Present for the Future.* 1995. (0-916489-59-0) Ancestry, PO Box 476, Salt Lake City, UT 84110-0476 (1-800-262-3787). A very useful paperback that gives general guidelines for storing materials (paper, books, scrapbooks, photographs, motion picture film, videotape, sound recordings, computer discs and textiles). Also covers disaster recovery. An excellent resource not only for librarians but the public who need basic information on preserving their family keepsakes. Recommended by Nancy Gaudette, Worcester Historical Room Librarian, at the Worcester Public Library.

★★★

Thomsen, Elizabeth. *Reference and Collection Development on the Internet.* Neal-Schuman, 1996. Covers e-mail, USENET, FAQs, gopher and the World Wide Web, library catalogs, databases and electronic books on the Internet. RCO q025.04

★★★

Weingand, Darlene. *Customer Service Excellence: a Concise Guide for Librarians.* ALA, 1997. Discusses philosophy of customer service; who is the customer; what is excellence. The team approach, communication, strategies for success and a future perspective. An excellent overview of customer service. RCO 025.5

★★★

Wilson-Lingbloom, Evie. *Hangin' out at Rocky Creek: a Melodrama in Basic Young Adult Services in Public Libraries.* Scarecrow Press, 1994. Covers learning about adolescence, understanding free access and other youth rights issues, providing reference and promoting reading, developing a basic YA materials collection, storytelling and programming. An

excellent book for those working with young adults. RCO 027.62

LIBRARIES UNDER GLASS

In 1993, there were 8,887 central public libraries, 7,017 branch libraries, and 1,035 bookmobiles in the U.S. (U.S. Department of Education, 1995). A pair of recent surveys reveal some interesting patterns of use and perceptions by the American public. Results from a survey by the National Center for Education Statistics, Office of Educational Research and Improvement (February 1997), show that:

- about 44% of U.S. households included individuals who used public library services in the month prior to the survey.
- about 65% of all households used public library services in the year prior to the survey.
- public library use was more common in households with children under 18 than in households without children. Whereas 61% of households with children used public library services in the past month only 35% of households without children did so.
- In Massachusetts, slightly above the national average, 48% of households used the library within the last month and 69% used it within the last year.

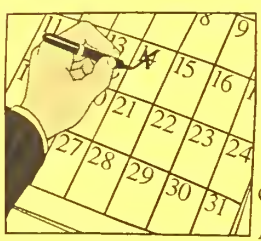
In households in which someone had used public library services in the last month, respondents were asked about their purposes for using the library. The highest percentage of households reported library use for enjoyment of hobbies, including borrowing books (32%). Two other commonly acknowledged purposes for using public libraries were getting information for personal use, such as consumer or health issues (20%) and using libraries for class assignments (19%).

In a survey published by *USA Today* ("USA Snapshots", February 1997), the public was asked what they believe public libraries will become for them in the future. 37% believed that libraries would be places to go to use computers and go online; 35% responded that their role would be as a place to read and borrow books. 10% predicted that the library would function chiefly as a community center, while 15% thought the library would fulfill all of the roles.

DIRECTORY UPDATE

The **Shrewsbury Public Library's** new fax number is **508-841-8540.**

COMING UP



Censorship or Protection? Cyber Patrol at the BPL, a forum on Thursday, April 17, 1997, from 7 - 9 p.m. Hosted by the Library and Information Science Student Association (LISSA) of GSLIS, Simmons College, the discussion will be moderated by Professor A.J. Anderson. Speakers include: Linda Braun of LEO: Librarians and Educators Online; Youth Services Consultant; Bernard Margolis, President, Boston Public Library; Evelyn Reilly, of Morality in the Media; John Roberts, Director, Civil Liberties Union of Massachusetts; Ken Withers, Student, GSLIS, Simmons College and former Supervising Attorney at Conley & Hodge. In Room C103, Main College Building, Simmons College. A demonstration of the software will precede the discussion. For more information, please call the information line at 617 521-2882.

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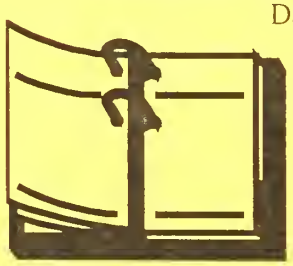
The Massachusetts Library Association has extended the advance registration period for its annual conference (April 27 - 29 in Sturbridge) until April 15. To take advantage of the continued lower rates, contact MLA Annual, c/o Barry Blaisdell, Countryside Offices, 707 Turnpike Street, N. Andover, MA 01845; telephone 508 686-8543.

UPCOMING CRUMBS DEADLINES



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IN THE REGION

cmrls

Connie Peter, Children's Librarian at the Bellingham Public Library, has announced her retirement effective July 1. Before she joined the library staff in 1989, Connie was a preschool teacher in the Bellingham school system.

★★★

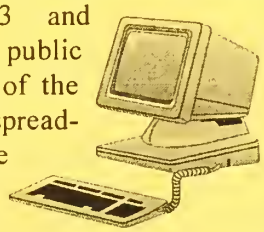
Reports that **Jean Henry** (of Bolton) has retired have been greatly exaggerated. Jean will be starting a new position as Reference Librarian in Ayer.

AT THE MBLC

Marlene Heroux is the new MBLC Reference Information Systems Specialist. Marlene worked most recently as a consultant in Atlanta, GA, and with Georgia State's GALILEO project. She was also librarian for ACOG, the Atlanta Committee for Olympic Games.

COMPUTER TRAINING CENTER OPENS

CMRLS and the Worcester Public Library (WPL) celebrated the opening of the new Library Computer Training Center on Friday, February 28. In attendance were Senators Robert Bernstein and Matthew Amorello, who spoke of their enthusiasm for the role of the library in access to electronic information. Brief presentations by Anne Parent, Regional Administrator; Penelope Johnson, WPL's Head Librarian; Timothy Murray, President of WPL's Board of Directors; Keith Fiels, Director of the MBLC; and Walter Cameron, MBLC Chair, highlighted the progress of libraries in the city and in the state. About 40 people attended the reception and presentations. Many jammed into the small computer lab following the ribbon cutting to test the new Internet connections.



With media coverage by WGMC Channel 3 and WTAG, public awareness of the project is spreading. The lab is equipped with eight student Pentium computers, a 56K connection to the Internet, access to C/W MARS and an array of databases through WPL's CD-ROM network. The first cycle of Regional workshops for librarians is under-way and a second is in the planning stages. WPL library staff is taking advantage of additional training in the lab, and public classes on the Internet are also being offered.

The Computer Training Center is an initiative of CMRLS and WPL. The lab was funded by a $40,000 grant from the MA Board of Library Commissioners with additional funding from the CMRLS and the WPL. It is a program of the Massachusetts Library and Information Network (MLIN), a vital link in the Statewide Strategic Plan for the Future of Library Services in Massachusetts. The project has also received in-kind support from the C/W MARS network.

CMRLS LIBRARIES RECEIVE LSTA GRANTS

Congratulations to the eight Central Region member libraries slated to receive LSTA mini-grants for FY 1998 (commencing October 1 this year), as announced on Thursday, March 6, at the monthly meeting of the MBLC. The grant programs and libraries are:

Preservation Survey: Fitchburg, Littleton, Worcester

Homework Center: Dudley, Rutland

Health Information: W. Boylston, Northboro, Littleton, Shrewsbury

Children in Poverty: Worcester

Unsuccessful mini-grant applicants will be invited to a review session with MBLC staff.

MBLC: PRORATING IS "HISTORY"

Prorating, the system by which public libraries have been able to receive partial State Aid to Public Libraries awards, is over, according to a memo from newly appointed MBLC State Aid Specialist Betsy Wolfe. The FY 1997 grant round was the last grant round for which proration was used. Public Libraries must be in compliance with all the minimum standards required for certification during FY 1997 in order to be certified for State Aid to Public Libraries in FY 1998. For more information, contact the State Aid and Data Coordination Unit of the MBLC at 800-952-7403.

ALA OFFERS FAX ON DEMAND

The American Library Association now provides a 24-hour fax service through which many of its high demand documents can be automatically requested. Call 800-545-2433 and press 8, connecting with the Fax on Demand menu. Callers will be prompted for document numbers and may request up to three per call. Have document numbers on hand. Some likely to be of interest include: Library Bill of Rights (700), Free Access to Libraries for Minors (711), and Confidentiality of Library Records (722). A complete directory is available from CMRLS, and was published in *American Libraries*, February 1997, page 11.

INTERPRETATIONS

by Carolyn Noah, Regional Consultant

Young children are hot topics in the news, and family reading and storytelling represent one of four indices of "readiness to learn" established by the *Goals 2000, Educate America Act*, passed in 1994 (see "More Parents Read...", below). The momentum for services to young children is building, as President Clinton recently established a "Federal Working Group on Children's Issues (see below). More locally, John Silber, President of the MA Board of Education, began a campaign to provide pre-school services to every youngster in the Commonwealth.

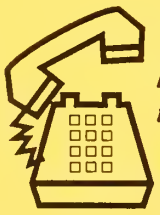
So what's this got to do with public libraries? Start with story times. Clinton and Silber are leading to one of our historical strengths, early childhood literacy. Children's literacy initiatives have been an important element of public library service since 1892, though 1935 saw the first program directed especially at young children and their mothers. (The kudos went to the Youngstown, Ohio, public library's "Mother's Room".) For many readers, a story time experience paved the way to readiness to read, a positive feeling about books and reading, and developing the social skills to adapt to a group environment.

As they develop story time skills, children's librarians also acquire the expertise to assist parents and early childhood teachers to explore and evaluate literature. Children's librarians take the role of teachers and guides for those concerned with young children. They become facilitators of literature learning for students enrolled in education course work.

The push to support early learning at the state and national levels is a "window of opportunity" for public libraries. Collaborative opportunities, including grants at both levels, will evolve, and librarians must be poised to speak clearly about their expertise and leadership ability. Librarians must be ready to lead the way through the window of opportunity, lest we straggle through it.

REGIONAL 911

by Jan Charbonneau, Regional Consultant



Q: ***What restrictions, if any, can libraries place in their meeting room, exhibit and bulletin board policies?***

A: According to the *Library Bill of Rights*, "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." In 1989 a library was brought to court for restricting meeting room use. The appeals court held that where the library has allowed various diverse community groups to hold meetings, a public forum was created. As such, groups with political or religious purposes must now be allowed to access the meeting room.

The key to many local policies is the *equitable basis*. Library Boards and Directors can restrict meeting room use, displays, and bulletin boards to strictly library-related activities or must allow *equal* access to the library by all groups or individuals regardless of their views. Libraries, however, may include in their procedures rules regarding the time, place and manner of use of space as long as the rules are neutral and are applied in the same manner to all groups wishing to use the space. For example, the library may restrict use of the space to groups within the community or charge a fee for those outside the town. A fee may be charged to cover custodial staff if a meeting is allowed when the library is closed.

The library may wish to post a permanent notice near the meeting room, exhibit or bulletin board area stating that the library does not advocate or endorse the viewpoints of groups, exhibits, or notices. Libraries should develop criteria regarding:

- the size of material to be displayed
- the length of time materials may remain on exhibit
- the frequency with which space can be made available
- and the geographic area from which exhibits are drawn

Libraries that restrict bulletin boards to public non-profit groups may designate a separate place for commercial notices. To avoid using valuable bulletin board space, the Reuben Hoar Library in Littleton has a notebook available for the public to browse for this type of ad. Call the CMRLS Consultants' Office for sample policies to use in helping update your library's policies to make them inclusive rather than exclusive.

WHY AUTOMATE?

extracted from "Justifications for Automating" by Gale Eckerson, Supervisor of User Services, C/W MARS

(Editor's note: Gale has written two extensive and useful documents, one outlining the justification for automating, the other on automating with C/W MARS. Contact the Regional Office to receive the full text of either or both.)

From time to time, libraries have requested that C/W MARS provide some justifications for joining a network such as C/W MARS rather than buying a stand-alone circulation system such as Winnebago or Follett. I hope you don't mind if I borrow liberally from a document prepared by John Ramsay, Regional Administrator of WMRLS, in March 1995. His words of wisdom apply to CMRLS libraries as well as those of his own region.

The goals that you and your trustees have set for your library may include something like "convenient access to library services and materials to meet

the needs of the library's public." With the rapid advances in technology, the demand for services has changed to include electronic access to the Internet, to online databases, and to materials not owned by your own library.

Part of your response to the increased and varied demands may be developing an automation plan for your library. Here is what John Ramsay has to say about preliminary automation considerations:

- *The most important benefit of automation is to expand the range of information libraries can offer their users.*

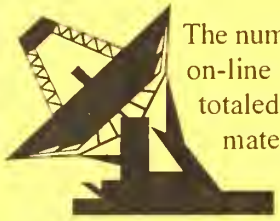
- *Decisions should be made in acknowledgment that automation is a changing field. The best way to avoid being left with obsolete or inadequate equipment, materials and records is to make sure that decisions are based on conformance to generally accepted standards. There are implications for the computers you purchase and the labels you select. Bibliographic records should conform to full USMARC (machine-readable) format.*

- *Libraries should affiliate at some level with one of the MA automated resource sharing networks and also participate in the MA Library and Information Network (MLIN). The automated network of Central MA is C/W MARS.*

Why choose C/W MARS rather than a stand-alone system? Stand-alone systems...may be tempting from a budgetary point of view. On the other hand, they are definitely "stand-alone." They are not easily networked with similar systems at other libraries. They do little beyond local circulation, local public access catalog, and local cataloging. By themselves, they do not enhance access for patrons to the holdings of other libraries or to the large information world. Access to outside resources is critical for patrons of small libraries with limited budgets. It may be in the library's best interest to invest in the capabilities offered by C/W MARS.

ELECTRONICALLY SPEAKING

'Net Pop Grows



The number of adults on-line in the US totaled approximately 47 million at the end of 1996, according to an IntelliQuest survey, representing a 34% growth in the on-line population from the baseline survey conducted in 1996. The vast majority of the on-line population are 'light' users, with only 4.25 million people using the Internet and on-line services for more than 20 hours per week.

Among the survey's findings: the gender balance has tipped, with females comprising 45% of the on-line population; the 25 to 34 year old age group accounted for the biggest growth, now representing 30% of the on-line population; and strong growth is set to continue, with 11.7 million people planning to begin using the Internet or an on-line service in 1997.

The results form part of IntelliQuest's Worldwide Internet/On-line Tracking Service, an on-going study of the Internet and on-line user population. The latest wave of this tracking study confirmed the tremendous growth of the Internet and on-line services in the US in 1996, with a net on-line population growth of 11.8 million in the last three quarters of 1996. The study also found that 22.3 million users primarily access at home, versus 13.3 million people who access from work and 6.8 million who access from school.

★★★

Sites to See

Ingram Book Group provides in-depth book related publicity information, including the latest bestsellers and authors that are appearing on talk shows such as Oprah's. Visit: *http://www.ingrambook.com/Surf/PRODUCT_INFO/PUBLICITY_INFO/publicity_info.htm*

...

When a selection is made for **Oprah's Book Club**, about two weeks in advance of the on-air announcement, an announcement is made on the ALA website, *http://www.ala.org/events/promoevents*. Librarians may then call book distributors or the publisher to order copies (without knowing the title).

...

The ALA Website also offers a variety of **award booklists**, including *Best Books for Young Adults (http://www.al.org/yalsa/bestbooks97.html)* and *Notable Books for Children*

(http://www.ala.org/alsc/notable97.htm). (Links to the site are on the CMRLS homepage.)

...

Graphics for the statewide summer reading program, **Celebrate! Read!** are available to be downloaded from: *http://mbln.lib.ma.us/ emrls./ srpclp97.htm.*

YOUTH SERVICES NOTES

More Parents Read to Young Children

According to a report by the National Education Goals Panel, more parents are reading to young children now than before. A baseline survey conducted in 1993 showed that 66% of parents read aloud to their children, while the 1996 report card indicated that 72 % read aloud now. Family reading is one of four objectives under the first goal of *Goals 2000*, the nation's education goals. (For more information and a copy of the report card, visit the Panel's web site at *http://www.negp.gov)*

Steven Herb, president of ALSC, a division of ALA, responded to the good news in a January/February *School Library Journal* article. He cautioned that the results are unclear and may represent an increase in reporting, not in reading. However, Herb believes that the increase in family reading may be tied to recent growth in national reading initiatives. He said:

> *There are six to a dozen large reading initiatives now, compared to one or two 10 years ago .... Programs such as these help promote reading among preschoolers, a long-neglected effort .... How you enter school makes a big difference in how you do for the rest of your life.*

★★★

Clinton Establishes Federal Working Group on Children's Issues

President Clinton directed the establishment of a senior level interagency working group to share, examine, and develop assessments and proposals on "federal policies targeted to children in their earliest years." In a February 24 memo to heads of department and agencies, he wrote:

> *Over the past few years, scientific research has demonstrated that the earliest years of life -- before children reach school-age -- are critical to cognitive, emotional, and physical development. We know that emotional nourishment, intellectual stimulation, parental and community support, good nutrition, proper health care, quality child care, and safe housing during the first years of life form the foundation for a child's ability to learn, thrive in school, work productively, and contribute fully to society.*
>
> *Across the Federal Government, we are making great strides to enhance development during the earliest years of life by investing in research, educating parents and caregivers, and supporting programs that provide early intervention to disadvantaged families. I am committed* to *accelerating our efforts to target the earliest years of life.*

NEW IN THE WORCESTER COLLECTION

by Joy Hennig, Reference Librarian

Here's a sampling of sources which your patrons may find useful, particularly during Women's History Month:

One of the strengths of the *Bloomsbury Guide to Women's Literature* (Ref 809 B655) lies in the bibliographic essays on national and regional literatures which open the volume. The editors are conscientious in casting a wide net. The essay on Australia, for example, touches on aboriginal performance and ritual and on contemporary aboriginal writers, as well as on those who come from the western tradition. That on the United States focuses on African-American writers and writers of popular fiction (Danielle Steele and Anne Rice, for example) as well

as on canonical standbys. The main body of the work is arranged alphabetically and biographical entries on authors, titles of important works, literary movements and organizations are included. The scope is international. Entries are brief and unsigned but do provide some analysis along with the bare facts. Black and white photographs are scattered throughout.

The *Feminist Companion to Literature in English* (Ref 820.9 F3293) leans heavily toward biography, although some subject entries are included. Many now obscure figures can be found here, and nonfiction writers such as anthropologist Ruth Benedict and theologian Mary Daly are treated. Articles are brief but are often enlivened by interesting tidbits of information and quotations from and about the subject and her work. A title index would have been useful for me, when I was trying to locate the name of the author of Charlotte Temple, one of America's first bestsellers (1791) which remained popular through the mid-19th century and produced 200 editions. Using the title entry in the *Bloomsbury Guide* (above), I discovered that she was Susanna Haswell Rowson, "arguably America's first professional novelist", and was then able to turn back to the *Feminist Companion* where I found a good, succinct biographical entry for her.

AVAILABLE

The following reference books are available from the Shrewsbury Public Library on a first-come basis. Contact George Brown at 508-842-0081.

Reverse Acronyms, Initialisms, and Abbreviations Dictionary, 1996 ed., 3 vols.

Acronyms, Initialisms, and Abbreviations Dictionary, 1996 ed.. 3 vols.

Gale Directory of Publications and Broadcast Media, 1996, 3 vols. + paper supplement

★★★

ALA Booklists *Notable Books for Children* and *Best Books for Young Adults*, printed from ALA's website. Contact the Regional Office to request copies.

JOB OPENINGS

Library Director, Bolton Public Library. Qualifications: B.A. required, MLS preferred; library experience, including some administrative and familiarity with automated systems, CD-ROM databases, Internet and computers highly desirable. Duties: responsible for all aspects of library service, including supervision of a part-time staff, budget preparation and administration, collection development, community relations, and technology. Represents library at C/W MARS, CMRLS, and other professional meetings. Salary: $15, 938 to $20,709 in five steps, 25 hours /week, standard benefits. Closing date: April 11, 1997. Send cover letter and resume to: Trustee Chair, Bolton Public Library, P.O. Box 188, Bolton, MA 01740.

★★★

Circulation Librarian, Hudson Public Library. Full-time. Duties include: supervising the operations of the Circulation Desk, overdues, patron registration, book reserves, processing interlibrary loan requests, coordinating van deliveries and staff training. Degree: Bachelors's with two years of library experience. A driver's license is required to enable the applicant to attend meetings and training. Experience with library automation and computer software is preferred. Salary: beginning $22,225. Hours: 37 ½/week; one evening and one Saturday a month. Resume and letter of interest by April 18 to: Patricia E. Desmond, Library Director, Hudson Public Library, Wood Square, Hudson, MA 01749. AA/EYE.

★★★

Library Assistant (long-term, temporary), Astra, USA. Reports to the Manager of Library Operations and assists with the day-to-day operations of an untraditional library. An opportunity to learn all aspects of library operations during an exciting and challenging period. Multitasked, includes maintaining the library's Inmagic database, document delivery and clerical support. Skills and experience: PC experience required; previous library experience desirable; ability to deal with priorities. Qualifications: progress toward a college diploma highly desirable. Salary: commensurate with qualifications and experience. Closing date: open until filled. Location: Westborough, MA. Send resume and cover letter addressed to Julia Urwin. Astra USA, Inc, P.O. Box 4500, Westborough, MA 01581-4500; telephone 508-836-8415.

CULTIVATING YOUR COMMUNITY: CREATING LOCAL SUPPORT FOR YOUR LIBRARY

William R. Gordon, director of the Prince George's County Memorial Library System in suburban Washington, DC, was interviewed recently in *Library Administration & Management* (LAMA), an ALA divisional publication (Vol.11, #1, pp. 4-8.) Gordon and his staff gained voter approval for $25 million in capital bond funds despite a seven-year history of huge budget deficits, and the approval of a county-wide measure that severely limited tax resources going to public services.

How did they do it? Making customer service a priority, understanding the time commitment, keeping staff involved and committed (his library system has nineteen branches,) keeping promises, and being prepared for the "lunatic fringe" are among the points that Gordon stressed in the encouraging article.

CMRLS SPRING CONTINUING EDUCATION WORKSHOP CANCELLATIONS

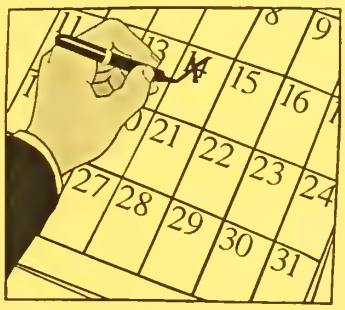
Please note: The following workshops have been canceled due to low registration.

✔The NE Area Discussion Group on Thursday, March 27, 1997 at the Hudson Library.

✔The SE Area Discussion Group on Monday, March 31, 1997 at the Webster Library.

✔Preventive Maintenance for Your Collection on April 7, 1997 at the Holden Library.

COMING UP



April is **National Poetry Month**. For information, visit *http://www.poets.org*.

★★★

Simmons College Institutes for Continuing Education, Wednesday Evenings. Topics include: "Care and Feeding of Public Access Computers", "Internet Nuts and Bolts", "Institute on Library Space Planning", "Measuring Service Quality and Customer Satisfaction in Libraries." Fees range from $40 - $70; institutes are scheduled from March through June. For more information, contact Ms. Jody Walker at 617-521-2803; e-mail: *gslisce @simmons.edu*. Or visit the website at *http://www.simmons.edu/gslis /ce.htm*.

★★★

What Counts: The Value of Tech Services, Friday April 4, Holy Cross, Worcester. Presented by NETSL/NELA. Speakers and topics include Janet Swan Hill, University of Colorado, on "Bibliographic Control as an Olympic Sport", others on "Insourcing Expertise", "Archival Cataloging", more. $35/members, $45/non-members. Register with Jennifer Bone, NETSL Treasurer, Keene Public Library, 60 Winter St, Keene, NH 03431, 603-352-0157.

★★★

The Massachusetts Library Aid Association Annual Meeting, April 30, 1997 at the Stevens Memorial Library in Ashburnham, 10:00 am. MLAA provides scholarships to staff to subsidize special training in library and information science for librarians and library staff presently employed in Massachusetts public libraries. Grants are also available to libraries to improve the library's service to its community via improved staff skills. For more information on the grant program, call Louise Kanus, chair of the MLAA Committee on Aid to Small Libraries, at the MA Board of Library Commissioners for eligibility requirements and grant deadlines. For more information about the Annual Meeting, contact Cheryl Paul-Bradley at the library, 508-827-4115.

★★★

Future Libraries: Simmons Alumni Day, Thursday, May 15. Speakers include Walt Crawford, RLG, keynote speaker; Peter Leyden, senior editor of *Wired*; reactor panel of local librarians. $35. (includes breakfast, lunch and wine

reception). Contact: Penny Redfield, Simmons College, 617-521-2316.

★★★

Focusing on the Internet, an MLA Pre-Conference on Internet Use and Library Policies. Sunday April 27, noon - 5 p.m, Sturbridge Host Hotel, Sturbridge. Featured speaker: Dr. Charles Mc Clure, author of *Public Libraries and the Internet.* Pre-registered by 3/31, $30/members, $40/non-members. After 3/31, $35/ $50. Register with Massachusetts Library Association, 707 Turnpike Road, N. Andover, MA 01845. Tel: 508-686-8543; fax 508-685-4422; e-mail *masslib@world.std.com.*

★★★

Annual Conference of the Massachusetts Library Association, Monday - Tuesday, April 28 - 29, Sturbridge, MA. Twenty-six programs including presentations by Jim Fish, Baltimore County Public Library; Charles McClure, SLIS Syracuse University; Rebecca Issacs, People for the American Way; Audrey Gorman, ALA Roads to Learning. 80 exhibitors, special events, public relations and advocacy awards. Registration before 3/31 ranges from $35 (member, one day) to $75 (non-member, two days); increases after 3/31. Contact MLA as listed above.

★★★

Reading More and Loving It, a BERI workshop with Jim Trelease. Boston Crown Plaza, Woburn, MA, May 12. $155. Preregister by calling 1-800-735-3503.

★★★

Annual Report Information Survey (ARIS) workshops, conducted by the MBLC. Central Region location: Ayer Public Library, June 16, 10:30 - 12:30 (coffee, 10:00). Registration information will follow.

★★★

YALSA Preconference, June 27, San Francisco. **Popular Reading: What Young Adults Read and Why.** Sessions include "What Research Says...", book discussion, strategies to keep teens reading; and featured speaker, Caroline Cooney. $125/members; $175/ALA members, $215/non-members. Registration will be mailed to YALSA members in April and can be obtained by visiting the ALA web site: *http://www.ala.org/yalsa.*

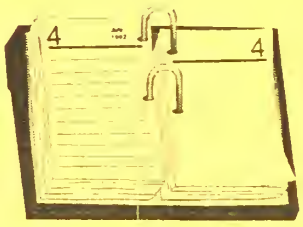
DIRECTORY UPDATES

Updates to the MA. Delivery Routing Directory: As of March 17, the towns of Wales and Hardwick will receive materials via the Western Region delivery system, rather than by mail. Western Region has also notified the CMRLS office that mail has been mislabeled and there has been a delay in delivery as a result. Please consult the directory to address packages properly. To request a copy of the MA Delivery Routing Directory 1996, call Jackie Belisle at the CMRLS (799-1685).

★★★

The **North of Boston Library Exchange** recently changed its Internet address. The new address for NOBLE is *noblenet.org.* Staff e-mail addresses will reflect the name change.

UPCOMING CRUMBS DEADLINES



Dates: March 26, April 9, 23. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

MLA Conference Sturbridge, MA April 27-29, 1997

NEWS LETTER

CRACKER CRUMBS

March 3, 1997

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CRACKER CRUMBS
is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION

cmrls

Jean Henry, Director of the Bolton Public Library, has announced her retirement. She served as the Library Director for twelve years.

☆☆☆

Welcome to **Laurie Lingham**, Harvard's new Children's Librarian. Laurie holds an MLS from Simmons College, and has served as a special librarian and assistant curator at the DeCordova Museum.

MBLC ANNOUNCES DATABASE DEMO PROJECT

At the forefront of
TECHNOLOGY

The Massachusetts Board of Library Commissioners has awarded a six-month contract to Information Access Company (IAC) to provide all libraries in Massachusetts with access to five database products: Expanded Academic Index ASAP, Health Reference Center, General Reference Center, General Business File ASAP, and National Newspaper Index.

From March 1 through the end of August, libraries of all types that have access to the Internet will be able to search these databases, and retrieve abstracts and full-text articles. There will be no simultaneous usage restrictions and no limit to the number of searches that can be performed. An additional six months may be negotiated if the Strategic Plan is funded in FY'98. This would extend the contract through February of next year. Once the demonstration period is over, only libraries that are members of the new Regional systems will have continued access to the statewide database program.

Libraries will be notified by mail, and will be given instructions on gaining access. Once a library has returned a short form to the MBLC regarding Internet connectivity, IAC will "turn on" that library's access. Training will also be offered throughout the state. In Central Massachusetts, training sessions will be offered this spring, at the Worcester and Fitchburg Public Libraries, on dates to be announced.

OCLC FIRSTSEARCH BASE PACKAGES EXPAND

OCLC has expanded the number of databases available through OCLC FirstSearch service Base Package subscriptions.

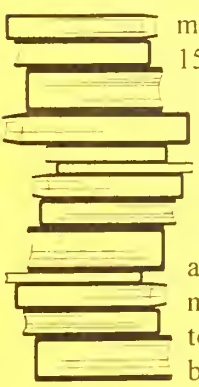
Beginning in January, libraries subscribing to the Base Package for individual institutions will receive access to OCLC NetFirst, FactSearch and World Almanac as well as the databases previously available through the Base Package--WorldCat (the OCLC Online Union Catalog), OCLC ArticleFirst, OCLC ContentsFirst, OCLC FastDoc, OCLC PapersFirst, OCLC ProceedingsFirst, ERIC, GPO Monthly Catalog and MEDLINE (in the U.S. only). In addition, World Book will be added to the Base Package for individual institutions when it becomes available on FirstSearch, later this year.

Libraries subscribing to the FirstSearch Base Package through groups will also receive access to NetFirst in addition to the databases that previously constituted the Base Package.

CMRLS member libraries have access to FirstSearch through a Regional project. Regional Consultant Roger Debenham is currently gathering information about individual library needs in order to establish a password program for access. For more information about CMRLS' FirstSearch program, contact Roger in the Regional office.

BORROW OUR BOOKS

Director of the Northborough Free Library, Jean Langley, sent us an advertisement with this heading from *The New Yorker*, February 24 and March 3, 1997. The ad is from a private Manhattan library looking for members to share its 150,000 volumes "ranging from latest bestsellers to old treasures." It boasts "Modest annual fee. Tranquil atmosphere. Minimal automation." Jean commented, "Someone wants to turn the clocks *way* back."



TOP THIS!

Shrewbury Public Library Director Bonnie O'Brien reported that more than 1,167 people (an average of 166.7/hour) entered the library on Tuesday, February 18 between 10 a.m. and 5 p.m. The library's people counter is mounted on the door facing the parking lot, so anyone who entered through the Main Street door went uncounted. Shrewsbury recently exceeded the 25,000 population landmark, so the figure suggests truly brisk business. By comparison, visits on a busy day at the Worcester Public Library serving a population of 170,000 number more than 3,200.

by Carolyn Noah, Regional Consultant

Q: Library kids old enough to read chapter books head straight for the paperbacks. Unfortunately, paperbacks aren't durable. Should I buy hard bound novels anyway?

A: Remember that the primary goal of a popular collection is to satisfy the customer. It's the same for children as adults. Many trade books become available in attractive paperback editions soon after they are published, and my advice is that most of the library's fiction for children in grades 4+ should be paper bound. Only a few titles -- by fewer well-known authors -- have the longevity to be purchased immediately in hard cover. For example, books by Newbery award winners, like this year's E.L. Konigsburg (see below), have enduring value on library shelves, primarily because teachers make annual Newbery award assignments. Also purchase in hardback those classic and standard authors, such as E.B. White, Betsy Byars, and J.M. Barrie, whose books will be read over and over again because they are beloved or assigned.

A corollary to the hardback fiction dilemma is the format in which to purchase picture books. Because they suffer tugging, tasting and inquisitive exploration, books for younger children should be purchased in hardback, or in library binding when available. Though contemporary paperbacks are sturdier and printed on acid-free paper, they still do not withstand the test of preschoolers. The cost to the library to process such books can equal their purchase cost. Considered in combination with a brief shelf life, purchasing paperback picture books is not worth the expense.

Children rarely surge into the library to request the very latest novel by David Adler or Louis Sachar (though they will seek the latest entry in their favorite series). Delaying purchase in order to get those books in paperback will not usually hamper service to children. However, it's important to be willing to make an exception to the paperback purchase rule when an 11-year-old *does* come asking for a new title. Budget so that you can make purchases by customer request. As always, the customer comes first.

ELECTRONICALLY SPEAKING

Internet Factoids
(extracted from *The Internet Index*, number 17, compiled by Win Treese, February 15, 1997)

Number of times Clinton mentioned the Internet in the 1997 State of the Union address: 6

Number of times he mentioned the Internet in the 1996 address: 0

Approximate number of new domain name registrations, per month: 85,000.

Number of people who worked on NFL's Super Bowl Web site: 35

Past issues and citations to sources can be found at http://www.openmarket.com/intindex. To subscribe to future issues of the Internet Index, send a message saying "subscribe" in the body to internet-index-request@OpenMarket.com.

☆☆☆

Sites to See

Two additional libraries have established a Web presence, bringing the number of CMRLS member libraries with home pages to 14. Visit:

Fitchburg Public Library: *http://www.net1plus.com/users/fpl.*

Beaman Memorial Library, West Boylston: *http://www.ultranet.com/~beaman*

☆☆☆

Kids can connect at the library with these book-related sites:

Seussville:
http://randomhouse.com/seussville

Virginia Hamilton's pages:
http://www.virginiahamilton.com

Eric Carle's site:
http://www.eric-carle.com

Scholastic, Inc.:
http://www.scholastic.com/ (for Goosebumps, Magic School bus, and more)

Big Busy House:
http://www.harpercollins.com/kids/

Surrounded by Morons, an e-zine by and for teens, publishes original work by young writers:
http://www.pangea.ca/~aturner/index.html

CHILDREN'S SERVICES NOTES

ALA Names Newbery and Caldecott Medal Winners

E. L. (Elaine) Konigsburg, of Jacksonville, Fla., author of **The View from Saturday** and David Wisniewski, illustrator of **Golem**, are the 1997 winners of the Newbery and Caldecott medals, the most prestigious awards in children's literature.

The winners were announced Monday, February 17, by the Association for Library Service to Children (ALSC), a division of the American Library Association, during the association's Midwinter Meeting in Washington, D.C. Considered the "Academy Awards" of children's publishing, the Newbery and Caldecott medals honor outstanding writing and illustration of children's books published in the U.S. during the previous year.

This is the second Newbery Medal for Konigsburg, who received both the Newbery Medal for **From the Mixed-Up Files of Mrs. Basil E. Frankweiler** and an honor book award for **Jennifer, Hecate, Macbeth, William McKinley, and Me, Elizabeth** in 1968. She is the only author to have received both the medal and an honor book award in the same year.

The View from Saturday, published by Jean Karl/Atheneum, is about a group of sixth graders and their teacher/coach, Mrs. Olinski, who comprise a surprisingly successful Academic Bowl team. The Newbery Committee described the book as "a unique, jubilant tour de force characterized by good humor, positive relationships, distinctive personalities and brilliant storytelling."

Golem, published by Clarion Books, a division of Houghton Mifflin, tells the tale of a giant brought to life from clay by a rabbi to protect Jews in 16th century Prague from persecution. Wisniewski was cited for his "powerful visual interpretation of the universal themes of power and redemption using intricate cut-paper illustrations."

The Newbery Committee cited four honor book authors: Nancy Farmer, author of **A Girl Named Disaster**, a Richard Jackson Book, published by Orchard Books; Eloise McGraw, for **Moorchild**, published by Margaret McElderry, an imprint of Simon & Schuster; Megan Whalen Turner, for **The Thief**, published by Greenwillow Books, a division of William Morrow & Company; and Ruth White for **Belle Prater's Boy**, published by Farrar Straus Giroux.

The Caldecott Committee cited four honor book illustrators: **Holly Meade for Hush! A Thai Lullaby**, written by Minfong Ho, a Melanie Kroupa Book, published by Orchard Books; David Pelletier, for **The Graphic Alphabet**, edited by Neal Porter, published by Orchard Books; Dav Pilkey for **The Paperboy**, a Richard Jackson Book, published by Orchard Books, and Peter Sis, for **Starry Messenger**, published by Frances Foster Books/Farrar Straus Giroux.

In addition, Walter Dean Myers received the Coretta Scott King Author Award for **Slam**, published by Scholastic Press; Jerry Pinkney received the Coretta Scott King Illustrator Award for **Minty: A Story of Young Harriet Tubman**. Gary Paulsen received the Margaret A. Edwards Award honoring an author's lifetime contribution in writing books for teenagers; Farrar Strauss Giroux received the Mildred Batchelder Award for **The Friends**, by Kazuji Yumoto; and Susan Hirschman, senior vice president of William

Morrow Company and editor-in-chief of Greenwillow Books has been named to present the 1998 May Hill Arbuthnot Honor Lecture.

For a complete listing of award information, visit the ALA web site at *www.ala.org*. The awards will be presented at the Annual Conference of the American Library Association June 26-July 3 in San Francisco. The site for the Arbuthnot Lecture will also be announced.

The CMRLS distributed a Newbery and Caldecott Awards buying list during the week of February 17. To request copies, contact Maureen Boyda in the Regional Office.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

According to the AV Center's title circulation records, the most popular video titles are:

- **Four Weddings and a Funeral** (VH03846), directed by Mike Newell
- **Philadelphia** (VH03840), directed by Jonathon Demme
- **The Piano** (VH03739), directed by Jane Campion
- **Like Water for Chocolate** (VH03827), directed by Alphonso Arau
- **Childbirth, Delivery and the Post-Natal Period** (VH01963)

If these titles appeal to you, other noteworthy films by these directors are listed below:

Mike Newell's film **Into the West** (VH03737) follows two Irish children who receive a gift beyond their wildest dreams -- a magical white horse. Newell's film stars Gabriel Byrne, Ellen Barkin, Ruaidhri Conroy and Claran Fitzgerald.

Jonathan Demme's films include **The Silence of the Lambs** (VH02366) which features Academy Award-winning performances by Jodie Foster and Anthony Hopkins; **Who Am I This Time?** (VH00740), an adaptation of Kurt Vonnegut's story about a clumsy, painfully shy hardware store clerk who assumes the personality of whatever role he plays in the local theater. The film stars Christopher Walken and Susan Sarandon. In **Swimming to Cambodia** (VH03518), Demme's subtle direction enhances Spaulding Gray's funny and fascinating monologue about his experiences in Cambodia while acting in the film **The Killing Fields** (VH03958).

Jane Campion's films include **Sweetie** (VH02060), a bizarre, often funny story of a love/hate relationship between two sisters; **An Angel at My Table** (VH02561) chronicles the life and extraordinary times of Janet Frame, the New Zealand author.

In Alphonso Aruau's film **A Walk in the Clouds** (VH04542), a disillusioned World War II G.I. agrees to pose as the husband of an unmarried pregnant woman who fears the wrath of her wealthy father. **Clouds** stars Keanu Reeves, Altana Sanchez-Gijon and Anthony Quinn.

For those interested in childbirth (our most popular documentary subject), we have added **Gentle Birth Choices** (VH04595). This video presents options for natural childbirth.

AVAILABLE

From the **National Association for the Exchange of Industrial Resources** (NAEIR), goods including office and janitorial supplies, software, tools, and decorations. The material is donated industrial surplus, and can be viewed in 300-page catalogs. Libraries pay only dues ranging from $255 to $595, plus shipping and handling; it is estimated that participants receive an average of $2,000 worth of new supplies from each catalog. For information, call NAEIR at 800-562-0955.

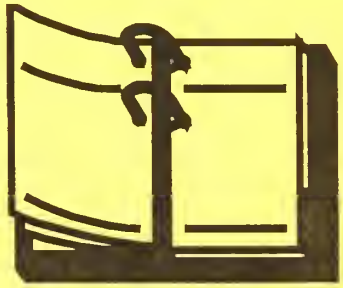
FREEBIES

The Fitchburg Public Library is weeding pre-1985 duplicates of **biographies** with low circulation. Any library that is interested in "vintage" biography can contact: Barbara Friedman at 508 345-9635 or *bfriedman@cwmarsmail.cwmars.org.*

JOB OPENING

Part-time Library Clerk, Paxton. 14 - 18 hours/week, including every other Saturday and one evening each week. Familiarity with computers desirable, good public skills a must. $6.37 / hour, no benefits. Apply by March 21 to Janet Porter, Richards Memorial Library, 44 Richards Avenue, Paxton 01612.

UPCOMING CRUMBS DEADLINES



Dates: March 12, 26, April 9, 23. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

N E W S L E T T E R

CRACKER CRUMBS

February 18, 1997

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CRACKER CRUMBS
is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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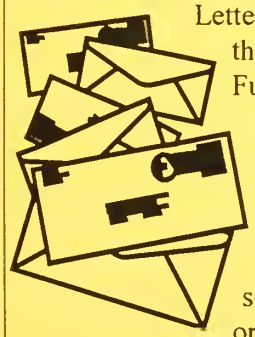
IN THE REGION

cmrls

Denise Wilson, Senior Library Assistant at the North Grafton Branch Library has resigned her position after 3 ½ years to accept a full-time position at WPI.

STRATEGIC PLAN: (H.1995) LETTERS NEEDED



Letters of support for the Strategic Plan Funding in the FY'98 state budget need to go out quickly. According to MBLC Government Liaison Maureen Killoran, the House Ways and Means Committee is working on the Massachusetts Board of Library Commissioners FY'98 state budget request. House Ways and Means has indicated that they have not heard from the library community -- so funding for the Strategic Plan could be in jeopardy! The MBLC is requesting $4.2 million to begin implementation of Phase II of the Strategic Plan. Letters of support should be sent to:

Rep. Paul Haley, Chairman
House Ways and Means Committee
Room 243, State House
Boston, MA 02133

Also, letters of support should be sent to:

Rep. Thomas Finneran
Speaker of the House
State House
Boston, MA 02133

Letters should also go to state representatives.

State Representative David Cohen's office has notified the MBLC that the Strategic Plan legislation has been assigned a House bill number. Please use **H. 1995** in any communications regarding the bill.

FEDS SAY B&T OVERCHARGED LIBRARIES

In a federal complaint filed in early February in San Francisco, Baker and Taylor was accused of overcharging schools and libraries nationwide up to $200 million, according to an AP wire release. Since more than 90% of the nation's libraries buy some or all of their books from the company, the case touches those who are... "least able to afford to pay fraudulently inflated prices for books..." said the whistle-blower's attorney, Eric Havian. The suit, filed by former Richmond head librarian Robert Costa and former books salesman Ronald Thornburg, alleges that B&T

systematically changed the coding on trade books. By misclassifying the books, the jobber charged prices as much as $2 - $10 higher per item.

According to the AP story, customers who noticed the difference and called the company were immediately given refunds and told the over billing was caused by a computer error, but the codes were not changed.

Jim Ulsamer, president of B&T, called the charges "outrageous", "distorted", and "false". "We intend," he said, "to take every action necessary to ensure Baker & Taylor's reputation forged on 169 years of service to the library community is not harmed by these groundless charges."

In a letter published on the B&T website (*www.baker-taylor.com*), Ulsamer wrote:

The individuals were involved in a similar complaint against B&T in 1993, which was made by the public library system in Richmond and surrounding counties. In that instance, the public library staff concluded that a pattern of abuse by B&T had not been shown. It was concluded that the confusion about the amount of discounts was related to different interpretations of book categories listed on invoices. B&T worked with the library to clarify definitions of various book categories.

Similarly in this case, Baker & Taylor firmly stands behind its business practices and policies. Every Baker & Taylor contract complies with commonly accepted industry practices, and we adhere to all our contractual obligations with our customers. Although we regret U.S. and California taxpayers will have to bear the expense of this government litigation, we are confident the legal process will completely vindicate B&T and underscore the fairness and competitiveness of our pricing to customers.

In the meantime, we will continue without interruption in our proud tradition as the "any book wholesaler" to the nation's libraries and bookstores.

INTERIM PLANNING COMMITTEE UPDATE

At a recent IPC meeting, Chair Jean Langley explained the proposed composition of the new Region. The governing body, or Users Council, will be made up of voting members. All public, special and academic libraries will have one vote. School libraries may become members if their media specialists meet certification requirements, (or have an MLS in the case of independent schools), but will be entitled to only one vote per school district for public schools, and one additional vote per district for independent schools. Although participation in the new Region is free, all prospective members (including public libraries) will be required to sign an agreement of participation, based primarily on principles of cooperation and sharing.

Jean also reported that the MBLC has hired attorney Jeff Hurwit to develop a "blueprint" for incorporation of the new Regions. In his presentation to the statewide group of IPC chairs and coordinators, he provided documentation on what should be included in the new Region's by-laws.

A subcommittee of the CMRLS IPC drafted a Needs Assessment questionnaire that was reformulated by Mona Dabbon, of Focus Data, Inc. and mailed to all potential members of the Region. Returns are expected by February 14. Results will be used in developing the Plan of Service for the new Region.

General informational meetings are being held for non-public library staff, to keep potential Regional members informed of the IPC's progress. A meeting for special libraries that was held at Norton Company was attended by 15-20 people. School libraries held two meetings, at the North Middlesex Regional High School in Townsend and at St. John's High School in Shrewsbury with a total attendance of approximately 40.

A concern that has been voiced from time to time is the fear of prospective members that there will be an influx of the public using their non-public facilities. At the informational meetings it is emphasized that the new Region will involve library-to-library transactions only.

Subcommittee chairs were appointed. These will recruit multitype membership to develop goals and objectives for the new Plan of Service. Subcommittee chairs are:

Interlibrary Loan, Patty Porcaro (Worc. Found. for Biomed. Research)

Delivery, Laura Einstadter (Bellingham Public Library)

Supplemental Reference, Co-chairs: Penny Johnson (Worcester P.L.) and Annanaomi Sams (UMass Medical)

Continuing Education, Co-chairs: Beth Killoran (Milford Whitinsville Regional Hospital) and Sue-Ellen Deiana (Milford Town Library)

Advisory and Technical Assistance, Co-chairs: Jim Hogan (Holy Cross) and Chuck Moore (Pearle Crawford Library in Dudley)

Supplemental Services for Public Libraries serving under 25,000 population, Lisa Dagdigian (Harvard Public Library)

Other Supplemental Services, Bonnie O'Brien (Shrewsbury P.L.)

Bylaws, Elizabeth Watson (Fitchburg Public Library)

The committees are seeking volunteers from all types of libraries except in Supplemental Services, in which staff from libraries that receive this service will participate.

IPC members are drafting a set of value statements that will be added to the Mission Statement to communicate the essential purpose of the new Region, and the shared attributes that are vital to its effectiveness.

A benefits consultant will be selected shortly, to examine staffing issues in the transition to incorporation. The consultant will explore health insurance, pensions, personnel policies, and other factors affecting the approximately seventeen full-time equivalent Regional staff who are currently city employees of Worcester and Fitchburg.

The next IPC meeting is scheduled for Wednesday, March 12, 1997 at the Shrewsbury Public Library from 9 to 11:30 a.m.

KEITH FIELS ON FUTURE LIBRARIES

The latest issue of *Government Technology* features an article titled "Will Books Survive in Tomorrow's Library?" (February 1997, p.14-25 & 37) and quotes MBLC Director Keith Michael Fiels on viewing the new technological age as "forcing change upon library services everywhere, for the better." Keith stated emphatically, however, that the Internet, CD-ROM and information technology will not be the death of the public library. "The Internet and digital collections are a good supplement to, not a replacement for, the traditional library," he said, to Pat Newcombe, reference librarian at Western New England College School of Law, who wrote the piece for publication.

"With the Internet, the smallest branch library becomes a huge centralized library, with no space problems. Smaller public libraries have small volume holdings, and with funds for new acquisitions tight, the Internet helps expand the size of a library without building new buildings," wrote Pat, who also sprinkled quotations from Walt Crawford and Michael Gorman's *Future Libraries: Dreams, Madness and Reality* throughout the piece.

by Alice Atanian, Head of Interlibrary Loan

Q: A patron has requested material not owned by member public libraries but has found a location that is an academic library and/or an out of state library. How should this be handled?

A: Your library has two choices.

- You may send the request to the Regional ILL office and we will search for it. Because it will be placed with other requests waiting to be searched, there will be a delay.

- You may originate the request from your library using an ALA Interlibrary loan form. Verify author, title, publisher, and date of publication and where your patron found the information. Mail the request directly to the lending library. The lending library will respond to your request at your library and consequently will save waiting time for your user.

Do not send your ALA forms to the Regional ILL office. If the lending library is on the Massachusetts delivery schedule, place your request in an envelope, address it to that library and it will be delivered. If the library is not on the statewide delivery schedule, **mail it**! Remember that the CMRLS Interlibrary loan forms are not acceptable at any academic libraries or other libraries who are not members of C/W MARS.

For more information concerning Interlibrary Loan, please call (508)799-1684.

TERMINALLY HEALTHY

A flood of advice on healthy workstation design from recent literature is summarized as follows:

✔ Find the right position. Sit upright, with ears, shoulders, elbows and hips aligned. Keep your elbows in close to your sides. Bend arms straight, with a 90° angle between forearms and upper arms. Hands should be outstretched naturally, with wrists locked flat, straight and parallel to floor. That's where your keyboard should be.

✔ Keyboard should be flat, not tilted. If you prefer a tilt, slant the keyboard down and away.

✔ Don't rest arms and wrists on a desk edge; rather use a palm rest and only rest when you are not typing.

✔ Your chair back should be adjusted so that there is contact between the seat back and the most curved part of your back.

- ✔ If your chair has armrests, they should be height-adjustable, so you don't slouch or use your shoulders to reach them.
- ✔ Vary between using the mouse and keyboard commands to provide a recovery pause from both.
- ✔ Use a light touch.
- ✔ Keep the mouse near the keyboard to minimize reaching from the shoulder. If you use the mouse more than the keyboard, put the mouse in front of you and the keyboard slightly to one side.
- ✔ If your chair needs to be positioned high to accommodate a straight wrist position, use a footrest to support your legs.
- ✔ The bridge of your nose should be in line horizontally with the top edge of your monitor. Adjust the monitor accordingly.

ELECTRONICALLY SPEAKING

Library Homepages: Save the Time of the User

by Roger Debenham, Regional Consultant

Internet websites are visited by people from all over the world. The typical Internet visitor does not want to waste time waiting for a detailed picture to take form. They do want to know within a few seconds whether or not your site offers anything of interest, and whether or not your services are accessible to them. When listing your library's special services, make sure the key policy considerations for each are clearly described, without resorting to an excessive number of links. For example, are both residents and non-residents of your community eligible to borrow your museum passes? Do you accept reservations for passes via e-mail? Are there any fees, penalties or special rules pertaining to museum passes? For every service you list, pretend you are a non-resident who knows nothing about your library. Ask yourself the questions they might ask. When you are on the Internet, your community is the world.

☆☆☆

Library Computer Training Center

by Roger Debenham, Regional Consultant

Final preparations of the hands-on computer training center in Worcester Public Library are nearly complete, and in time for the dedication ceremony on February 28th. By now, every member library should have received the orange, multi-paged Computer Training schedule and sign-up sheet. The training schedule and course descriptions are also accessible via The Continuing Education link on the CMRLS homepage. Please remember that this announcement is just the first of a continuous series of training sessions to be offered. Your responses and suggestions for additional training are important in planning future sessions.

☆☆☆

Internet Adds Seven Top Domain Names

The number of names available to specify Internet locations, such as Web sites and e-mail addresses, will increase under a plan announced on February 4 by the International Ad Hoc Committee (IAHC).

Internet users will have seven new generic Top Level Domains (gTLDs), in addition to the existing ones (.com, .net, and .org), under which they may register Internet names, when the plan is implemented. The new gTLDs and the intended fields of use are:

.firm	for businesses, or firms
.store	for businesses offering goods to purchase
.web	for entities emphasizing activities related to the WWW
.arts	for entities emphasizing cultural and entertainment activities
.rec	for entities emphasizing recreation/entertainment activities
.info	for entities providing information services
.nom	for those wishing individual or personal nomenclature

The announced plan is a result of efforts by an international group named to resolve questions critical to the current and future growth of the Internet. The eleven-member International Ad Hoc Committee, chaired by Donald M. Heath, president and CEO of the Internet Society, received input from individuals, organizations and government agencies from around the world.

☆☆☆

Filtering Standard OK'd

The World Wide Web Consortium (W3C) has approved a protocol for labeling and filtering Web sites. Called the *Platform for Internet Content Selection* (PICS), the protocol was originally designed to help parents and teachers control what children access on the Internet. It also facilitates other uses for labels, such as privacy and intellectual property management. Unlike filtering systems, it is value-neutral; PICS does not describe suitability for certain ages or particular purposes. Anyone creating a Web page can use a simple text editor to create a description label site content. The description allows end-user software to manipulate the labels -- for example, Microsoft's

Internet Explorer (version 3.0+) includes an option to allow parents to block information based on the PICS labels it receives. To read more about PICS, visit the W3C site at *http://www.w3.org.*

Librarians have resisted labeling sites for reasons of intellectual freedom. However, according to Jim Miller, chair of the PICS technical committee, as quoted in *Library Journal* (1/97), "PICS establishes Internet conventions for label formats and distribution methods, without dictating a labeling vocabulary." In other words, the content and use of the label will be at the discretion of the site developer. PICS was developed as "an effective alternative to government censorship of the Internet."

☆☆☆

Sites to See

Library Journal's online entry provides late-breaking news, InfoTech updates, a sampling of reviews, and some of LJ's most popular departments. *http://www.ljdigital.com/*

Candy Schwartz, Professor at Simmons' GLIS, maintains an extensive set of links to resources that will be useful to librarians, especially a well-considered guide to search engines. Visit *http://www.simmons.edu/~schwartz.*

Diana Tixier Herald has published *Teen Genreflecting*, a companion to her well-known *Genreflecting* book and site. *http://www.oz.net/ica/genre*

CHILDREN'S SERVICES NOTES

Community Reading Day Announced

Community Reading Day (CRD) will be celebrated in Central Massachusetts on Wednesday, April 9 (snow-date, April 16). Since its inception in 1989, the one-day literacy event has grown to include 4,500 volunteers and 95 communities. 90,000 students will be involved in classroom reading activities and enjoy books donated by BancBoston and read aloud by local volunteers. The event is sponsored by the Alliance for Education. Worcester librarian Liza Bliss heads this year's book selection committee, Regional Consultant Carolyn Noah chairs the steering committee, and the CMRLS is a contributing sponsor.

The Region will deliver Reading Day books to local CMRLS libraries for pick up by CRD coordinators in the school system. The books will arrive in libraries during the week of March 10. Coordinators have been notified that they can visit the library to get the books, which should come bagged and clearly marked. The CRD booklist will be distributed separately to member libraries.

For more information about Community Reading Day, contact the Alliance for Education at 508 754-9425.

☆☆☆

***Kids Connect* with Coupon Section**

Kids Connect at the Library is the theme for this year's National Library Week, April 13 - 19 (see Crumbs, 12/9/96). The ALA-sponsored opportunity to encourage young people to be "logged on and literate" was featured in an unusual centerfold on Sunday, February 2. Promoted by Suave, makers of personal care products, the double-page spread in newspaper coupon pages included the ALA's logo for *Kids Connect at the Library* and provided a coupon. For each coupon redeemed, Suave will donate 10¢ to the Fund for America's Libraries. Suave has "connected" with the American Library Association (ALA) to help families raise good readers. As part of this effort, Suave will contribute $125,000 to the Fund for America's Libraries to support public and school libraries nationwide.

Also sponsored is a contest in which families can win $20,000 for a child's college education and a multimedia computer for the home. The contest invites adults ages 18 and over who are the parent or legal guardian of at least one child to tell in 125 words or less how they make the library part of their family life and how the library helps connect them to the Internet, better grades, financial savings, family entertainment and more.

The advertisement advised: "For more details...visit your local store, library or on-line (*http://www.ala.org/KidsConnect*)."

☆☆☆

***Kids Investigating and Discovering Site* (K.I.D.S.)**

K.I.D.s Report is a bi-monthly electronic publication by kids, for kids. Young people review and recommend Web sites, choose artwork, and sometimes even write the HTML mark-up. K.I.D.S Report can be delivered automatically every 2 -3 weeks via e-mail or library customers can visit the web site for current and past issues of the report.

To read the report on the Web, visit *http://wwwscout.cs.wisc.edu/scout/KIDS/index.html*. To subscribe, send mail to: listserv@lists.internic.net. In the body of the message, type: subscribe kids Firstname Lastname.

NEW IN THE REGIONAL COLLECTION

Angell, Carole S. **Celebrations Around the World: A Multicultural** Handbook. Lists holidays by month and country, includes activities. RCO Qj Ref 394.2.

☆☆☆

Farmer, Lesley S.J. and Jean Hewlett. **I Speak HyperCard**. Simple tutorial for use with kids. RCO Ref Q 005.2.

☆☆☆

National Storytellng Directory, 1997. Includes listings for over 600 storytellers by state. RCO j Ref 398 1997.

☆☆☆

Pals, Ellen M. **Create a Celebration: Ideas and Resources for Theme Parties, Holidays, and Special Occasions.** RCO Q j Ref 793.2

BOOK SALES IN AMERICA PUBLISHED

BAYSYS Publishing is seeking information for its 1997 edition of *Book Sales In America*. Included are name, date, sponsor, hours and profile of offerings for book sales by non-profit entities. Inclusion is free of charge. In an e-mail announcement, the publisher says, "Our book has been recommended by the *New York Times Book Review*, *Booklist*, and other publications..." Because a copy of the publication could not be located in the C/W MARS database, the book could not be evaluated or recommended by Regional staff. The title is listed in *Books in Print*.

To receive a copy of the publisher's directory form, contact:

BAYSYS Publishing
PO Box 452
Hudson, MA 01749

Telephone (508) 562-3400; fax: (508) 562-1233; e-mail: *booksale@baysys.com*. A quick response is urged, as the publication is planned this month.

JOB OPENINGS

Part Time Circulation Librarian, Harvard Public Library. 23 hours/week, including some Saturdays. Familiarity with C/W MARS is desirable, strong public service orientation essential. $9.80 - $12.03 per hour plus full benefits. Apply by February 24 to Lisa Dagdigian, P.O. Box 666, Harvard, MA 01451.

☆☆☆

The Town of Boylston (population 3,895) is seeking a qualified applicant for the position of Library Director. Degree: B.A. is required with a M.L.S. preferred. Automation experience is necessary. We do not have automated circulation but are in the process of converting our collection to the C/W MARS system. Salary starts at $25,000. 35 hours a week. Send resumes to Boylston Public Library, Attn: Daniel Shanahan, 695 Main Street, Boylston, MA 01505. Closing date is February 26, 1997.

NELINET'S TECH PROGRAM FOR SLMS

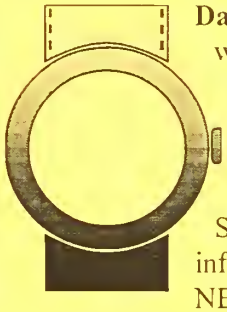
In an experimental offering, NELINET is conducting a series of technology programs for school librarians this spring. All workshops meet from 9:30 a.m. to 3:30 p.m. at the NELINET office in Newton. Part 1, Planning for Technology will be held Wednesday, March 19; Part II, Using CD-ROMs, will be on Tuesday, April 29, and Part III, Internet How-To will be on Tuesday, May 13. Participants will work on Windows 96 computers, but do not need familiarity with Windows 95. Experience using a mouse is expected.

Although attendance at all three is not required, preference will be given to those registering for an entire series. NELINET members will pay $80 for each workshop, $210 for the series. Non-members cost is $100 per workshop, $262.50 for the three. (Non-members may join as "Affiliates" for $100/year for member rates to workshops, other discounts, and a 50% discount on the first workshop attended.)

A second series will be held this summer, and will include "Electronic Research in the School Library Media Center", "HTML I for the School Library Media Specialist", and "Winning Students With Technology." Dates and times will be announced.

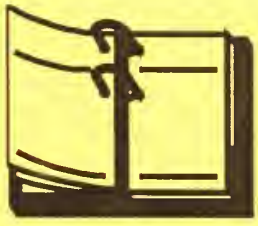
Please share this information with your school library colleagues. For more information call, write, or e-mail Diane Baden, Director of Training, NELINET, Inc., Two Newton Executive Park, Newton, MA 02162, Tel: 1-800-NELINET, dbaden@nelinet.net.

COMING UP



Massachusetts' **Net-Day**, an event during which communities come together as volunteers to wire schools for the Internet, is scheduled for Saturday, April 5. For information, call 1-888-NET-1997 or e-mail *netday@mtpc.org*.

UPCOMING CRUMBS DEADLINES



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NEWS LETTER

CRACKER CRUMBS

February 3, 1997

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IN THE REGION

cmrls

Linda Wright assumes the position of director of the Milford Town Library on March 3. Linda leaves the Bridgewater Public Library after 12 years, during which she raised $2 million and oversaw the opening of a new library building.

☆☆☆

Laurina Corrinni, circulation librarian at the Hudson Public Library, retired in January after 38 years of valued service.

☆☆☆

Mary Hulser has resigned her position of five years at the Merriam-Gilbert Library, West Brookfield, in order to work with children in child care -- her first love.

☆☆☆

Carol Swiss, director for twelve years at the Boylston Public Library had a wonderful send off at the Tower Hill Botanical Gardens. The local high school provided refreshments and Trustees and Friends greeted townspeople and friends.

MLA SALARY SURVEY UPDATED

The Massachusetts Library Association (MLA) published the results of its recent library salary survey in the January edition of its newsletter, the *Bay State Librarian*. 78 libraries reported minimum salaries ranging from $20,217 to $35,000 for entry levels positions requiring the Masters in Library Science degree. 28 libraries reported that individuals with an M.L.S. have filled full time positions that do not require the professional degree. Average salary for such positions was $25,759.

Based on a formula developed and used since 1990, the Personnel Issues Committee of MLA adopted a new recommended entry level salary for M.L.S. positions in fiscal 1997 of $31,632. The figure is tied to teachers' salaries. "Our goal," wrote President Bonnie Isman, "must be pay equity for librarians compared to public teacher salaries."

AYER CELEBRATES

by Janice Charbonneau, Regional Consultant

On Sunday January 19, 1997 the Ayer Library held its grand re-opening. Space for increased library services includes a new children's room, meeting room and local history room. On the program were

Mass. Board of Library Commissioners Chairman Walter Cameron, who gave a brief speech during the dedication ceremony, and State Representative Geoffrey Hall, who helped director Mary Anne Lucht celebrate years of hard work. Among the admiring crowd were two MBLC Commissioners; librarians from Groton, Harvard, Lancaster, Lunenburg, Shirley and Townsend; CMRLS advisory staff; Patience Jackson of the MBLC; and many local dignitaries. Dolores Bowler, a former Ayer trustee, presented Mary Anne with a watercolor painting of the original building. An attractive brochure, featuring the floor plan and guide to library services was distributed.

MBLC MONITORS ENVIRONMENT

By spring 1997, 45 libraries will have participated in the environmental monitoring program initiated by the MBLC in 1996. Using specialized equipment, the program assists libraries in monitoring their temperature and relative humidity (RH) levels and fluctuations for extended periods of time. The object of the program is to provide concrete data on conditions in facilities so that plans can be made to improve the storage conditions of valuable material.

Initial analysis has shown interesting trends. In most cases, the temperature has been consistently above the recommended levels of 65°-68°, often 4°-10° too high, with dramatic fluctuations. The RH readings showed the stresses to which materials are being subjected on a regular basis, as winter readings were often in the lower teens or single digits and seasonal fluctuations were marked. The information gathered also shows that most libraries are over-lighted, with levels recorded at 800 - 1500 lux, though 600 lux provides enough light to work without strain. Except where there has been a conscious effort to reduce the ultraviolet (UV) levels or where the light levels were low, the UV readings were high as well.

The environmental monitoring program is available to libraries and archives. Recent or future Central Region participants include Old Sturbridge Village, the Milford Town Library, and the Upton Public Library. For more information or to enroll, contact Gregor Trinkaus-Randall, Collection Management/Preservation Specialist at the MBLC (telephone 800-952-7403 or e-mail *gtrinkaus-randall@state.ma.us*).

PERFORMER INFO NEEDED

The MA Directory of Performers for Public Libraries is being revised by the Eastern MA Regional Library System. If you have been pleased with a performer who does not appear in the 1995/96 edition, please contact Maureen Boyda immediately so that she can request information for the directory. The Eastern Region's deadline for submission by the performer is February 21.

RODHAM CLINTON SUPPORTS LITERACY

First Lady Hillary Rodham Clinton recently donated $5,000 to the ALA for the Born to Read Program, administered by the Association for Library Service to Children (ALSC). The funds were from the proceeds of her book, *It Takes a Village and Other Lessons Children Teach Us*. In a letter to ALA Executive Director Elizabeth Martinez, Clinton wrote: "... I appreciate the important differences that your work is making in the lives of children and families .... I hope this donation can make a difference in your continuing efforts and that America's 'villages' will support the work of organizations like yours."

by Roger Debenham, Regional Consultant

Q: How can I restore lost settings in my computer if someone changes system files? Is there a way I can make my DOS/Windows 3.1 computer boot automatically to Windows?

A: Chances are that someone, intentionally or unintentionally, will create a problem on a public access computer during normal use, especially if you have not yet installed security software. On a DOS, or DOS/Windows computer, changes to the AUTOEXEC.BAT and /or CONFIG.SYS files that reside in the root (C:\) directory are a common example. Unexpected changes to, or deletion of these files may cause serious

operational problems, such as not being able to access your CD-ROM drive.

This is why it is so important to maintain backup copies or printouts of AUTOEXEC.BAT and CONFIG.SYS. If you keep an emergency boot disk, or rescue disk, be sure to include the current versions of those files on it.

If you only have a printout of AUTOEXEC.BAT or CONFIG.SYS, you can modify or restore them using the EDIT command in DOS (Version 5 or greater), or the SYSEDIT command in Windows 3.11. Even if you have Windows, I recommend using EDIT in DOS, if you are not yet comfortable with Windows.

The following example gives simple instructions for editing your AUTOEXEC.BAT so that your computer will automatically start Windows when you turn on the power.

- **Close out of Windows first.**
- Starting at the C:\ prompt, type the command **EDIT AUTOEXEC.BAT** and hit the enter key. This will give you a blue editing screen with the file contents revealed line by line.
- Move the cursor to the beginning of the first blank line at the end of the file. Use the down arrow key, if your mouse is not active in DOS.
- Type in the command **WIN** (either upper or lower case works)
- Type **Alt/F** (hold down Alt key and hit the F key) or click on File (top of screen) with the mouse.
- Type **X** for eXit, or click on eXit with the mouse.
- Type **Y** (for yes) to confirm saving your changes to the file, or click on Yes.

In order for the computer to recognize the new line of instruction added to the end of your **AUTOEXEC.BAT** file, you must reboot it. The easiest way to do this is to hit the Reset button on the front; or, turn off the computer and turn it on again after about 10 seconds. The computer will now go directly to Windows after displaying the usual starting messages.

The same basic procedure outlined above could be used to make more substantial changes to the **AUTOEXEC.BAT** file. Use the command expression **EDIT CONFIG.SYS** to make needed corrections to the **CONFIG.SYS** file. Knowing how to perform changes to system files can save you time and money. You may not understand what the lines in these files mean, but if you are comfortable with the EDIT command, you will easily follow instructions found in a manual, or recommended by a software support person.

KUDOS TO US

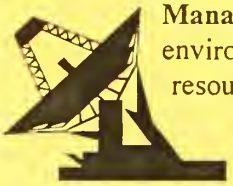
Linda Vitone, until recently an active and valued member librarian of the Region, has moved on to pursue other interests. In a January letter to Regional Administrator Anne Parent, Linda offered a tribute that emphasized the value of the Region to her during her tenure in Lancaster. In part, she wrote:

> *As I look back on those five years, I've tried to find a way to describe how valuable the Central Region and its staff were to me. Perhaps the most appropriate analogy is to say that the Central Region was the most effective and important reference resource I had.*

Linda's comment refers not only to the Regional employees, but to the supportive dynamic among member librarians in the CMRLS. We should all pat ourselves on the back. Thank you, Linda. You are greatly missed, already!

ELECTRONICALLY SPEAKING

Sites to See



The US **Bureau of Land Management** offers lots of environmental education resources:
http://www.blm.gov/education/teacher.html

☆☆☆

StudyWeb, a free online meta-encyclopedia of subject categories and resources. Its goal is to be a fast and direct index to quality research subject sites.
http://www.the-acr.com/studyweb/studyweb.htm

☆☆☆

The **IRS Website** offers nearly every document the IRS publishes, as well as tax information and instructions, forms, statistics, and news.
www.irs.ustreas.gov/prod/

☆☆☆

Cancer News on the Net, a publication for patients and their families, provides links to major cancer links and pages authored by patients as well as articles about various forms of cancer.
http://www.cancernews.com/

CHILDREN'S SERVICES NOTES

***Celebrations!* Underway**

The summer reading program workshop, originally scheduled for March 17, has been re-scheduled to March 3 (snow date March 10). It will feature guest speaker Debbie Cuthbert, whose expertise in interpretation of the theme has inspired WMRLS librarians

in the past, and display materials especially designed for the session by Shrewsbury children's librarian Beverly Dinneen. The location, Auburn Public Library, remains unchanged. Staff will receive a registration announcement in early February.

Celebrate! Read! summer reading program handbooks were distributed by the Regional office beginning January 30. Staff serving children and young adults should contact the office if they have not received a copy by February 7.

☆☆☆

Chef Combo Cooks Up Storytime

"Chef Combo's Fantastic Adventures with Food" is the latest addition to the collection of over 200 storytime/ curriculum kits available to public librarians and licensed child care providers in Central Massachusetts. "Chef Combo's Fantastic Adventures with Food" focuses on nutrition, food, and farming. It was developed with materials provided through the generosity of the New England Dairy Council in Worcester. Included are a "Chef Combo" puppet and audio tape, an animated video tape of **In the Night Kitchen** by Maurice Sendak, an extensive activity or curriculum notebook, and 9 picture books on related themes.

The kits include books, videos, toys and activities on over 100 themes that address issues of importance to young children. Topics range from nutrition and self-concept to seasons and animals. CMRLS librarians may book an unlimited number of kits, two kits per borrowing period. The kits are available for loan to child care providers now through local public libraries, where they may book up to 10 kits in advance, one kit per two-week loan period. Providers are asked to present their child care license numbers when requesting kits at their community libraries. For more information, contact the AV Center at 508 345-9690.

☆☆☆

Bibliographies Shared

Jane Dutton, Children's Librarian at the Gale Free Library, Holden, has prepared 3 new booklists for kids and their families. They are: "Books and Your Family", dealing with issues such as death, divorce and diversity; "Great Books for Grades 3-6", a graded reading list; and "Girl Power", stories featuring strong female characters. Jane has given the Region permission to reprint the lists. If your library would like to share in her generosity, please make your request for copies to Maureen Boyda, CMRLS, by February 25.

CMRLS PASSES ON KIDSFAIR

Despite the enthusiasm of a handful of noble volunteers, the Region will not be participating in KidsFair this year. A 1996 public relations survey indicated that CMRLS participation in such regional public relations events was a high priority for member librarians. The Region has never explored this sort of opportunity before, and investigated whether the human resources to participate were available.

KidsFair, a one-day event, attracts over 10,000 people. At least 12 stalwart staff people were needed to support 2-hour shifts at the Centrum. Volunteers were in short supply.

Then KidsFair was rescheduled to a new date, the 27th of April. The date conflicts with the annual MA Library Association conference, held this year in neighboring Sturbridge. The date posed an insurmountable challenge, and CMRLS' ambitions to exhibit at the regional public relations event were postponed.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

A recent report from C/W MARS indicates that 2,559 video titles have been entered into the C/W MARS database, about half of the AV Center's collection. A comprehensive video catalog is in the works and will be distributed to libraries during this fiscal year.

For the many fans of the British science fiction television series *Dr. Who*, the AV Center has added the following titles:

The Claws of Axos (VH04511)
Planet of Evil (VH04512)
Magic of Fendahl (VH04513)
Kinda (VH04514)
The Visitation and *Black Orchid* (VH04515)
Ghost Light (VH04516).

New highly acclaimed video biographies include: *Rasputin* (VH04587), the story of the mad Russian monk who influenced the doomed Tsar and his family. Stars Alan Rickman, Greta Scacchi and Ian McKellen; directed by Uli Edel. *Carrington* (VH04463), the story of Dora Carrington, the Victorian era painter whose passionate life created one of England's great scandals, stars Emma Thompson and Jonathon Pryce; directed by Christopher Hampton. *Anne Frank Remembered* (VH04567), a poignant, Academy Award-winning account of Anne from vintage newsreels, photographs, a rare home movie and inter-

views with family, friends and her protector Miep Gies.

NEW IN THE WORCESTER COLLECTION

by Joy Hennig, Reference Librarian

Did you know that 20% of employed black Americans are union members as opposed to 15% of all workers? That since 1980 the number of blacks with a high school diploma has jumped from barely 50% to 70%? That sometime after the year 2000, Hispanics will overtake blacks as the largest American minority group and that more than half of all African-Americans live in the South? These statistics are taken from the *Official Guide to Racial and Ethnic Diversity; Asians, Blacks, Hispanics, Native Americans and Whites* (Ref 305.8 R961o), a new source which supplies comparative data on the education, health, living arrangements, housing, income, employment and population patterns of America's major ethnic groups.

Although much of this information is available elsewhere, this work is distinguished by its accessibility and appealing format. Tables are clear and readable and sources for information (mostly governmental) are clearly labeled. The narrative summary which accompanies each section is very helpful in interpreting the data and placing it in context.

Of particular interest may be the opinion-poll based "attitudes" portion of the volume, which shows that, while on the whole Americans "are more tolerant than ever" of racial and ethnic diversity, serious disagreements continue to divide us, particularly in areas of affirmative action and immigration.

The *Encyclopedia of African American Cultures and History* (Ref Q305.886075 E56), a new five-volume set, covers a broad range of topics related to the Black experience in America. About one-third of the articles are biographical. Others treat subjects including the black business community, banking, children's literature, hair and beauty culture, various musical genres, and religious denominations. One entry for each of the 50 states, as well as one for many U.S. cities, is included.

Articles are signed and range from lengthy interpretive essays to brief pieces suitable for ready reference. Most are accompanied by attractive black and white illustrations and a brief bib-liography. An extensive appendix de-voted to statistical information enhances the value of the work. Data on lynching victims, number of black prisoners, black college enrollment, Olympic gold medalists, demographics, church members and occupations is provided. Those patrons interested in the current furor surrounding the teaching of Ebonics will find the article on "Black English Vernacular" useful. Others may appreciate the brief, balanced, portrayal of O.J. Simpson which carries his story up through acquittal in the criminal case.

AVAILABLE

Minimum wage fact sheet, required by the Department of Labor to be displayed by employers, is available by mail or Internet. Download it from *http://www. riatax.com*, or request it by calling the Employment Standards Administration in Boston at 617 565-3700. Request ESA Fact Sheet No. 96-13.

JOB OPENINGS

Library Director, Marlborough Public Library. Board of Trustees is seeking a dynamic community oriented Library Director. Minimum of 5 years proven responsible administrative leadership experience as a public library manager with skills in technology, collection development, and preparation of a library budget as well as strong communication skills.

The basic requirements include M.L.S. and knowledge of the CARL system. The Marlborough Public Library is currently operating on a budget of $558,751. The Director reports to the Board of Trustees. The salary range is $41,000 to $43,509. Interested candidates should submit a resume, cover letter and 3 letters of recommendation to Janet Panagore, Board of Trustees, Marlborough Public Library, 35 West Main Street, Marlborough, MA 01752 no later than 2/18. AA/EOE.

☆☆☆

Electronic Resources Librarian, C/W MARS. Full time. Duties include: prepare training materials for Internet workshops, including Netscape; conduct training sessions for member libraries on GUI products such as CARL's Everybody's Catalog; support online reference databases; provide telephone support for members. Headquartered at the Central Site on the campus of Anna Maria College in Paxton, MA. Travel may be required in Central and Western MA, mileage reimbursed. Other qualifications: M.L.S., familiarity with library automation, online catalogs, PC's, Windows and the Internet including Netscape are expected. Salary: $30,000 - 38,876 in six steps; generous benefits.

Letter of interest and resume by February 7 to: Gale Eckerson, Manager, Library Applications, C/W MARS, Inc., 1 Sunset Lane, Paxton, MA 01612; fax

508 755-3721; e-mail, *geckerso@cwmarsmail.cwmars.org.*

☆☆☆

Library Director, Merriam-Gilbert Public Library, West Brookfield. Bachelors' Degree required plus three years of directly related experience in an automated public library. Salary: $12.90/hour for 25 hours/week. Applications by February 15 to: MGPL, P.O. Box 364, West Brookfield, MA 01585.

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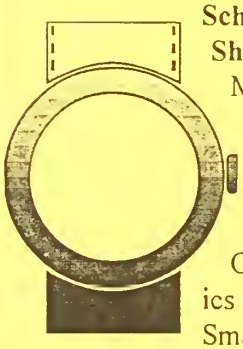
Senior Library Assistant, 20 hours/week, Grafton Public Library. Afternoons, 2 evenings, every other Saturday. Duties include: work with the public; carry out the duties of a small branch library; provides reference service; conducts storytime. Starting salary: $10.84.

Requirements: knowledge of computers, good interpersonal skills; library skills helpful; experience with children; must be able to negotiate stairs. Contact with resume: Barbara Braley, Grafton Public Library, 33 Grafton Common, Grafton, MA 01519.

4 rolls of thermal **fax paper**, 8.51 inches by 328 feet. Works with fax machines purchased by the Region about 10 years ago. Contact: Stan Haney, Gale Free Library, Holden, 829-0228.

COMING UP



School Enrichment Showcase, Saturday, March 8, 9 - 3:30, Higgins University Center, Clark University, Worcester. Performers include Odds Bodkin, Classics Company, Irene Smalls, many more. $5; plus $6.95 to order lunch in advance. Sponsored by the Citizen's Educational Resource Center. For information: CERC, 770 Main Street, Worcester 01610, telephone 757-6776.

☆☆☆

Active Learning in the Information Age, a Library Information for Educators Symposium. Thursday, March 13, 8:30 - 3:00. Joseph J. Moakley Center, Bridgewater State College. Topics: Effective Time on Learning; Why ReForm Education?; Information vs. Knowledge vs. Understanding. Individual registration: $20. Teams of librarians and educators, $15/each. Send check or P.O. by March 3 to MSLMA, 18 Sasur Street, Three Rivers, MA 01080-1031 Co-sponsored by MSLMA and CIS/MLA, and partially funded with an AASL/ABC/CLIO Leadership Award.

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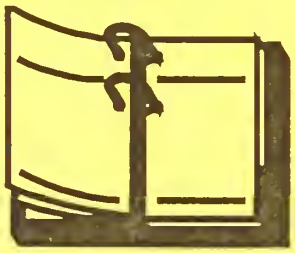
Perspectives in Children's Literature, Saturday April 5, School of Management Building, UMass, Amherst, 9:00-4:00. Speakers include: Gary Paulsen, Patricia Lee Gauch, Barry Moser and Myron Levoy. Registrations: $50. For more information call 413 545-1116 or -4325. Mail check payable to:
Perspectives in Children's Literature
School of Education
226 Furcolo Hall
UMass
Amherst, MA 01003-3035
Enclose SASE to receive confirmation.

First annual **Museum and Library Archives Institute**, at the Williston Northampton School, Easthampton, MA, June 20-21, 1997. Intended for those who have responsibility for museum and library records and special collections but limited experience in archival methods. Curriculum includes: appraising and scheduling, arrangement and description, architectural records, reference and access, copyright, automation. Sponsored by Emily Williston Memorial Library and Museum, the MBLC, and the N.E. Museum Association. For information, contact Theresa Rini Percy, Director, Emily Williston Memorial Library and Museum, telephone 413 527-1031; fax 413 527-3765.

UPCOMING CRUMBS DEADLINES



Dates: February 12, 26, March 12, 26.
Crumbs is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

January 22, 1997

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CRACKER CRUMBS
is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION

cmrls

Welcome to **Cecily Christensen**, new Reference Librarian at the Bellingham Public Library. Cecily is a recent graduate of URI's GSLIS and has completed her internship at the Woonsocket Public Library.

☆☆☆

Congratulations **Lancaster!** On January 6, voters passed a $650,000 debt-exclusion override of Proposition 2 ½ to renovate the town library. The library received $1,332,650 in the Massachusetts Pubic Library Construction program.

CMRLS PRESENTS CHARLIE ROBINSON, NOLAN LUSHINGTON, ET AL

Planning for the spring calendar of professional development offerings is underway and a brochure under preparation. While details remain to be verified, here are some highlights.

- The inimitable Charlie Robinson, recently retired director of the Baltimore County Public Library system, editor of *Library Administrator's Digest*, and nationally recognized expert on public library merchandising techniques, has agreed to conduct a CMRLS program on the **Marketing of the Public Library**, Friday, June 6, at the Worcester Public Library.

- Prominent library building consultant and author, Nolan Lushington, will provide a session on **Library Building Evaluation and Solutions** on April 10.

- Carol Balderelli of the Community Mediation Center, Worcester, will conduct a session on **Conflict Resolution** (March 12) and one on **Negotiation** (March 19). Snow date for either will be March 21.

- **Working with MARC: Print** (April 8) and **Working with MARC: Non-Print** (April 15) will be conducted by Diane Baden, Director of Training at NELINET.

- Polish your **Presentation Skills** with Nancy Hunter Denny of *Potential Leadership Training* on Monday, May 5.

Also in the works: developing a job description; a PR "Swap and Shop;" and how to plan and evaluate focus groups.

'97 ATLAS DISTRIBUTED

The long-awaited 1997 edition of the *CMRLS Atlas* has been produced and is currently being distributed to member libraries. Through a prolonged negotiation with DeLorme Mapping of Freeport, ME, whose Street Atlas® maps formed the backbone of the publication, the Region was given permission to print a very limited number of copies. Each library will receive only one. Please be aware of the copyright restrictions and treat the publication accordingly.

ONLINE AFFILIATES: TELECOMMUNICATIONS ACT COMES HOME

According to the MBLC, the Telecommunications Act of 1996 will result in large discounts for schools and libraries for data lines such as those used to connect to C/W MARS. Regulations are currently being written and the final guidelines are expected by the spring or summer of 1997. It is expected that 100% of data line costs can be paid by state and federal funds, definitely by FY '99, but possibly in FY '98.

C/W MARS Online Library Affiliates (OLAs) should plan on covering about 15% ($258) of data line costs per library in FY '98. However there will likely be no extra data line costs in FY '99. If funding does come through in FY '98, C/W MARS will not bill the $258, or -- if the change is implemented late in the year -- credit each OLA the unused portion, according to Joan Kuklinski in the *C/W MARS News*.

VENDOR CONTRACTS FOR MATERIALS

Libraries have all received the new three-year contract for books, videos, music CDS and CD-ROMS. If your library already had an account with a vendor, check your invoice to make sure you are getting the correct discount. The contract bid numbers should have been changed automatically, but it may be worthwhile to check for discrepancies.

by Janice Charbonneau, Regional Consultant

Q: The Selectmen asked me to submit an Annual Town Report for the library. What should be included?

A: Use the Annual Town Report as a powerful, free public relations tool for the library. It's a great opportunity to account to the public why and how tax money is spent as well as to explain the library's purpose and goals.

While statistics (for example, number of books owned and loaned, interlibrary loans filled, reference questions answered, number of programs and attendance) may be interesting to staff and trustees, they generally mean nothing to the general public.

If you are required to give statistics, use simplified charts or graphs. Equate statistics with easily understood comparisons, such as: "If you bought *x* number of bestsellers, videocassettes, etc. last year, they would have cost you... Your investment in the library, is less than the cost of...(a single magazine subscription, a meal at a restaurant, one bestseller, etc.) Give a picture of the library's activities during the past year in a way that will attract and hold the reader's attention!

Develop a focus or theme to give both unity and impact. Some information is routinely included such as names and titles of staff and trustees, a financial summary, and a list of services offered. Highlighting one or more activities within this overall picture to interest readers will make the library more relevant. Use actual photos (close-ups of people, new facilities or services.) If you cannot use photos, try contemporary or creative design with lots of white space. The actual text should be concise and lucid --let a little wit show through. If you have a library logo, use it for the heading.

After the report is printed, ask the public to evaluate it. What did they remember? Did they read it? Use that feedback to improve the report next year.

After all this work, print the annual report in your newsletter or as a separate handout. Some libraries have rewarded readers by inserting coupons that can be used for payment of overdue fines, free photocopies, or the like. Others have printed the Annual Report as memo pads, paper bag, post-its, etc. to make them more useful. Remember this is your opportunity to brag about how great and what a bargain your library is!

DO YOU HAVE GREEN HAIR?

Of course you don't. That is why if someone accuses you of having green hair you are not upset by the remark. Next time a staff member complains about being "put down" or criticized by a patron or other staff

member, ask whether the question above would make them feel bad. If not, remind them that what is said is less important than what one believes about oneself.

"Anytime you feel upset about what someone says about you, or something you do, it's because at some level you doubt yourself in that area," according to Jack Canfield of Self-Esteem Seminars, "If someone says, in effect, >You have green hair,' and you know you don't, there's no problem." On the other hand, if there is some truth in what is said, you can use it as self-improvement feedback.

(Excerpted with permission from THE PRYOR REPORT, Volume 13, #1A).

ELECTRONICALLY SPEAKING

by Roger Debenham, Regional Consultant

COMPUTER MAGAZINES

Joanne Donnelly, Director of the Sutton Free Public Library, sent me a letter about her favorite computer magazine, *PC Novice*. Some of you may recall her mentioning this publication at regional meetings. Because she feels it is such a great tool, I asked her for permission to re-print the letter here. Following is Joanne's informal, unsolicited review of *PC Novice*, essentially as she wrote it.

"Couldn't let this year end without getting a memo out to you about my favorite computer magazine, PC Novice. When I read about the technology training center, I knew you should be aware of this teaching, self-teaching tool.

Originally, this magazine was ***PC Today****, but as home computers and their use started to flourish, they wisely realized that WYSINAWYCH (what you see is not always what you can handle) and for about eight years they have published* ***PC Novice****, as most of us have been, and still are, novices. The new technology is always just that -- new; and there seems to be an endless supply of new things to be aware of and then, for heaven's sake, they expect you to <u>understand!</u>* ***PC Today*** *is still published, but has more business applications."*

With ***Booklist, Library Journal*** *and various other magazines on my "required reading" list, I find I can spend time on only one computer periodical. It is clear, understandable, never talks down to you and never hits you with computereze without explaining the term. For in-stance, this is taken from an article '...GUI (pronounced gooey, Graphical User Interface)...' After several months of this gentle reminder, you actually know what a GUI is and does.*

The January 1997 issue is only 100 pages long, with articles written in sequential order (always). You never have to turn from page 32 to page 96, as the article continues on 33, etc. until it's finished. There is advertising, but it is unobtrusive and certainly not in the amount seen in some of the better-known magazines.

It is truly for the whole family; this month taking up tax preparation and genealogy packages. The Basic Training section is for everyone, as there is always something to learn with these infernal contraptions, and handled differently by individual systems. The lead to this section explains '...your one-stop guide to learning these crucial first steps in DOS, OS/2 Warp, Windows 3.1 and Windows 95,' and covers topics such as important keystrokes, renaming files and folders, graphic applications. Each month there are about the same number of topics. Just enough to fool around with and learn.

Again, if you want to learn PCs, but can't soak up everything in one or two hours of hands-on training, or you only have time to read one, solid, information-filled magazine per month, this is the one. Girl Scout promise!

☆☆☆

TECHNO-TRAINERS UPDATE

The computers for the technology training center in the Worcester Public Library were set up during the week of January 13. After the network installers complete their work, the computer lab should be fully functional by early February. Worcester and Regional staff will soon be scheduling actual workshop topics and dates. CMRLS member library staff will be offered training in Windows 3.11 and Windows 95, in addition to a variety of training in online services and the Internet. Library users from throughout the Region will be able to sign up for online services and Internet instruction. CD-ROM training and self-instruction will also be offered to library staff and patrons.

In December, all CMRLS libraries received a small quantity of Training Needs Surveys. To date, 230 of these have been returned to me and entered into a database. If you have not yet randomly distributed these surveys to your library users, it is not too late.

☆☆☆

SECURING YOUR PC FOR PUBLIC USE

Jule O'Donnell, Systems Support Librarian (and PC whiz!) of EMRLS, wrote a detailed and informative article by this title in the most recent edition of *Eastern Region News.*

Setting up a plan to prevent, or at least minimize, the damage that the public can do to your computer both inadvertently and maliciously, is the focus of the piece. Jule's suggestions range from the broad, regarding usage

policies, to the specific, such as tips on backup, password protection, anti-virus software, and restricting access to the hard drive.

As the article is five pages long we are not reprinting it here in its entirety, but copies may be requested from the CMRLS office.

☆☆☆

SITES TO SEE

Information about African American scientists can be elusive, but look for it at Louisiana State University's Faces of Science: *http://www.lib.lsu.edu/lib/chem/display/faces.html.*

Visit the National Historical Society's History Net for information on American and British history:
http://www.thehistorynet.com

Going places? MapQuest will create a customized route for your trip, from starting to finishing point -- and sometimes even door to door.
http://www.mapquest.com

Speaking of directions, Yahoo has a nifty feature that will locate any street address in the USA and prepare a map of the immediate vicinity.
http://maps.yahoo.com/yahoo/

MLA WAYS AND MEANS DAY JANUARY 29, 11 A.M. STATE HOUSE, RM. A-1

(See also press release on the back page of this publication)

The Central Region appointments to the House and Senate Ways and Means are:

Senate Ways and Means: Antonioni - Leominster

House Ways and Means: Binienda - Worcester; Goguen - Fitchburg; and Kujawski - Webster

CHILDREN'S SERVICES NOTES

THE 1996 CUFFIES

Publisher's Weekly (PW) announced its eighth annual Off-the-Cuff Awards, determined by polling booksellers. Among the results:

Favorite Picture Book: *Lilly's Plastic Purse* by Kevin Henkes

Favorite Novel: *Ballad of Lucy Whipple* by Karen Cushman
View from Saturday by E.L. Konigsburg

Favorite Non-fiction: *Eleanor* by Barbara Cooney
Greek News by Anton Powell

Best bet to win Newbery: *Girl Named Disaster* by Nancy Farmer
View from Saturday by E.L. Konigsburg

Best Bet to Win Caldecott:*My Very First Mother Goose*, by Iona Opie and Rosemary Wells

☆☆☆

SPEAKING OF AWARDS

The 1996 Newbery and Caldecott Awards will be announced at the ALA Midwinter Conference on Monday, February 17. You can find the results very quickly afterward on the American Library Association's website:
http://www.ala.org.

Members of ALSC/ALA are encouraged to make recommendations for consideration for the awards. Regional Consultant Carolyn Noah will be a member of the 1997 Newbery Award Committee, and welcomes member librarian insight.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

The AV Center has received the video series *How to Understand and Listen to Great Music*, 6 volumes consisting of 48 lectures by Professor Robert Greenberg. Greenberg is Chair of the Department of Music History and Literature at the San Francisco Conservator, a composer and musician, the recipient of numerous awards, and creator and lecturer of the San Francisco Symphony Discovery Series.

Greenberg presents music as a phenomenon which mirrors the social, political and economic circumstances of the society around it. The individual titles in the series are: *The Ancient World through Early Baroque* (VH04575), *The High Baroque* (VH04576), *The Classical Era I* (VH04577), *Classical Era II and the Age of Revolution -- Beethoven* (VH04578), *Nineteenth Century Romanticism* (VH04579), and *From Romanticism to Modernism: 1848 - 1913* (VH04580).

A TRUSTEE'S APPRECIATION

Librarians and trustees have a relationship that is rewarding and can be challenging. Effective trustees make a significant commitment of time and energy to advance library services in their communities. One trustee expressed in poetry her appreciation for librarianship and incidentally demonstrated why she believes librarie warrant her participation.

The Librarian

In their hands
They hold the world,
And offer books of gold
Words of wisdom, truth and love
Too wonderful to behold.

Then I clasped them to my bosom
And then I set them free
To share the best of all the thoughts
That had been given me.

by Francine Mossa
East Brookfield Public Library Trustee

JOB OPENING

The town of Hudson (population 17,414) is seeking qualified applicant for the full-time position of Circulation Librarian. Duties include: supervising the operations of the Circulation Desk to include overdues, patron registration, book reserves, processing all interlibrary loan requests, coordinating van deliveries and staff training. Degree: Bachelor's Degree with two years of library experience. A driver's license is required to enable applicant to attend meetings and training. Experience with automated circulation systems, e-mail, word processing, and familiarity with Internet searches preferred. Salary range is $22,225 to $28,124 in 7 steps. Hours: 37.5 hours a week; one night a week and one Saturday a month.

Interested applicants should submit a resume and a letter of interest no later than February 24, 1997 to: Patricia E. Desmond, Library Director, Hudson Public Library, Wood Square, Hudson, MA 01749. A/EOE

DIRECTORY UPDATE

The correct hours for the Fitchburg Public Library: Monday-Thursday, 9-8:30; Friday & Saturday, 9-5; Sunday, 1-5.

FY'97 SUPPLY CO-OP CHANGE

The correct information for book plates from University Products is:
Standard Cat # 231-2002 PL
@$14.66/500

Acid Free Cat # 231-5001 UN
@$116.91/3000

NEW IN THE REGIONAL COLLECTION

Children's Catalog, 17th edition. The most authoritative collection development tool for public library children's collections. **RCO j028.5 W748c 1996.**

Story Puzzles, Tales in the Tangram Tradition, by Valerie Marsh. Includes narrative and clear diagrams to prepare and present tangram tales. **RCO Qj372.64.**

COMING UP

COLA Meeting, Wednesday, February 5, 10:00 a.m. Richards Memorial Library, Paxton.

The Best New Children's Books, a presentation by Judy Freeman, offered by Bureau of Education and Research, on March 8, 8:30 - 3:15. at the Ramada in Woburn. Registration: $119. Call 1-800-735-3503.

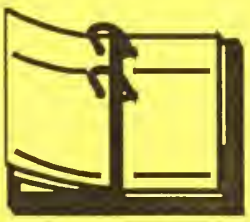
Looking for the Village: the Child and Community. Institute presented at St. Michael's College, Colchester, VT, August 3 - 9. Speakers include Molly Bang, Carolyn Coman, Chris Crutcher, Amy Ehrlich, E.L. Konigsburg, Jean Little. Registration $700. For information, contact Martha Walke at 703-243-5135 or 2111 North Brandywine Street, Arlington, VA 22207.

FREEBIE

Kathy Major at the Gale Free Library in Holden is giving away a 1995-96 edition of *Books in Print*. Call her at 829-0228 if interested.

UPCOMING CRUMBS DEADLINES

Dates: January 29, February 12 and 26, March 12. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.



ALA MIDWINTER
Washington, D.C.
February 14-20, 1997

Massachusetts Library Association

Second Annual Ways and Means Day

January 29, 1997 at 11:00 am

Hearing Room A-1
State House, Boston

Library legislation is important to all of us!
Tell your legislator how important it is to you!

Everyone is invited and encouraged to attend this important event.

We are asking Ways and Means Committee Members to include funding in the FY98 budget for:

- ***An Act Implementing the Strategic Plan to Enhance Library Technology and Resource Sharing in the Commonwealth***
- ***An Act Providing for the Improvement of Public Libraries*** (Library Construction Bond Bill)
- Increased financial support for library services for the blind and physically handicapped

If your State Representative or Senator is a member of the Ways and Means Committee we need your help!

PLEASE invite them to the Legislative Briefing at 11am in Hearing Room A-1.

PLEASE make an appointment with your state representative or senator for January 29, 1997. If your legislator is not available - make an appointment with a legislative aide. Bring them to the briefing.

Fact sheets and current status of the Legislation will be available at the briefing.

CRACKER CRUMBS

January 6, 1997

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CRACKER CRUMBS

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cmrls

IN THE REGION

Welcome to **Adrienne Gallo**, new library director in Blackstone. Adrienne is a recent graduate of URI's GSLIS and has worked at the Cranston (RI) Public Library.

"PUBLIC LIBRARY VOLUNTEERS: YA GOTTA LOVE 'EM, OR DO YOU?"

The latest issue of *Public Libraries* features an article by Mary Manning, with the above title (Vol. 35, Number 6, November/December 1996, p. 366-372.) This well-documented commentary covers the spectrum of issues inherent in volunteer programs, from "Why Use Volunteers," through a sample job description, a discussion of special problems, ten guidelines for managing a volunteer work force, and a synthesis of success stories. It ends with the premise, "If volunteers can form a constructive part of the vital workings of the library without being a hindrance to daily business, then they are most welcome and effective." Worthwhile reading for anyone considering or already operating such a program.

by Carolyn Noah, Regional Consultant

Q: What's the best way to describe the intended audience when publicizing materials and programs for children?

A: When planning for library kids, try to indicate materials and programs for those with similar developmental abilities by age or general interest level. For example, "for independent readers" or "ages 6-8" is a positive way to describe materials or programs for children who might be in grades 1, 2, or 3. It's best to avoid using school terminology -- everyone *knows* what the grades mean, but for library purposes they may be misleading. For example, a child who is in grade 3 may actually be reading at a grade 1 level. Referring to him as an "independent reader" prevents labeling or embarrassment.

Alternatively, a bright youngster of 9 years may be ready for a sophisticated novel by Avi. In her case, assigning her to library reading at "grade level" may limit the way she or her parents view her ability.

The same is true in programming. Grade level is not necessarily a predictor of what a child will enjoy.

A Massachusetts library recently admitted a developmentally delayed young adult into preschool story time because that was the appropriate thing to do.

Families *choose* to visit libraries. To encourage customers to return, take advantage of some opportunities inherent in public libraries. By avoiding school terminology in describing programs and collections we encourage children to explore -- and we give libraries a psychological advantage. After all, the library is about "joie de livre", not curriculum and grades.

ELECTRONICALLY SPEAKING

Internet Factoids

(Extracted from "Internet Index" by Win Treese.)

Estimated number of adult Americans who use the Web daily: 9 million

☆☆☆

Number of Web sites warned by the FTC that they may be operating illegal pyramid schemes: (approximately) 500

☆☆☆

Percentage increase in Internet traffic, per month, estimated by MCI: 30

☆☆☆

Advertising revenue on the Web in the third quarter of 1996, in millions of dollars: 66

Percentage increase from the second quarter: 43

Send updates or interesting statistics to treese@OpenMarket.com. Past issues and citations to sources can be found at *http://www.openmarket.com/intindex/*. To subscribe to future issues of the Internet Index, send a message to *internet-index-request@OpenMarket.com*. saying "subscribe" in the body.

Sites to See

Companies Online, a project of Dun and Bradstreet with Lycos, offers searches of companies using variables including name, location, and ticker symbol. Listing over 60,000 businesses, the project links to latest stock reports and company background information. More complete information is available by subscription, but there's lots here for free.
http://www.companiesonline.com/

☆☆☆

EBSCO Publishing's **Library Reference Center (LRC)** contains indexing and abstracts from over 30 of the most popular library trade journals including School Library Journal, American Libraries and T H E Journal. Visit the site to request a free copy of an Internet manual for librarians developed by Linda Braun and Jennifer Fleming of Librarians and Educators Online (LEO.) *http://www.epnet.com/lrc.html.*

☆☆☆

The **YA Help Pages** (aka Patrick Jones' site) has moved. Its new URL is: *http://www.kcpl.lib.mo.us/ya/*. Its new editors are Julie James and Claudine Jackson of the Kansas City Public Library.

☆☆☆

Ever wished you could just print out a netography from a site you'd visited? **Extract the Anchors** is a nifty site that explores any web page and returns a complete list of all th linked URLs and their titles. (This is a fill-in form.) Visit it at *http://ast-10.standford.edu/eta.cgi.*

ELECTRONIC AV CATALOG UPDATE

by Roger Debenham, CMRLS Consultant

Several months ago a number of member libraries had indicated interest when CMRLS conducted a survey about a new software program called Catalog Viewer and several had indicated interest. With this product installed on a library computer, staff and patrons would be able quickly to search the AV Center's combined film, video and audiocassette catalog. Unfortunately the creator of Catalog Viewer, VI Consultants, has encountered several development problems that were not anticipated. At this time VIS cannot guarantee a completion date, or even a date when a trial copy can be sent for evaluation. All libraries will be notified if and when this promising product becomes available for use in the Central Region.

There is good news to report about Internet access to the combined AV Center Catalog. An updated and keyword searchable version of our film, video and audio holdings will soon be available online. The current online version is difficult to search if you do not have a clearly defined subject or author name. The updated version will permit searching by single keywords or phrases. Revised instructions will be available online.

Try using the AltaVista search engine to find pages from the online AV Center Catalog. It provides a

fast and flexible way to locate needed film, video or audio titles. The key to successful AltaVista searches is to include the expression **+cmrls**. For example, if you were searching for the classic film R*ed Balloon*, your search might look like this: **+"red balloon" +cmrls**. In AltaVista terms this means: find every document that contains both the phrase **"red balloon"** and the word **cmrls.**

If you do not have a specific AV Center title to search for, try one or more keywords. Remember keywords can appear anywhere in the catalog entry - title, subjects, attributes or annotation. Here is an AltaVista search with multiple keywords: **+photography +nature +cmrls**. Again, the plus signs preceding each search word means that all those words must be present in the search results. You do not have to precede every keyword with a plus sign, but always use it with at least one keyword or phrase, and always in front of **cmrls**.

The search results you see will be actual pages from the online AV Center catalog. A page consists of 16 catalog entries. You will probably have to scroll through the page to find the specific title needed. If using AltaVista through Lynx, try pinpointing the title with the word search command, which is activated by typing a / (the slash). In Netscape, click on the Find button and enter the word you want to locate.

JOB OPENINGS

Part Time Children's Librarian, Harvard P.L. MLS preferred plus three years of experience in children's department of a public library. Thorough knowledge of children's literature and collection development a must. Salary $11.08 - $14.20 in ten steps with benefits. 23 hours / week will include some Saturdays and evenings. Send resume and letter of application to Director, Harvard Public Library, P.O. Box 666 Harvard, MA 01451. Deadline is January 31, 1997

☆☆☆

Reference/Technical Service Librarian - Ayer Library. Bachelor's Degree required; MLS preferred. Specific courses in reference, cataloging and computers, plus one year of directly related experience in an automated Public Library. Technical skills with searching the Internet and On-Line services preferred.

Duties: Responsible for the full range of technical services in a Library system that is preparing for membership in C/W MARS. Actively assists adult and young adult patrons in securing information and in using the resources of the Library, selects non-fiction books and non-print materials in designated areas as assigned by the Director; performs a variety of duties in the direct delivery of service to the public; interlibrary loan, weeding and bibliographic maintenance) training patrons in the use of the on-line catalogue, CD-ROM equipment and PCs . Other duties as assigned.

Salary: $25,000, 35 hour week. Benefits. Please send resume to: Mary Anne Lucht, Library Director, 26 East Main Street, Ayer, MA 01432 by January 22, 1997

MLA ANNOUNCES 14TH PUBLIC RELATIONS AWARDS

The Massachusetts Library Association (MLA) invites libraries to submit applications for the 14th PRO Awards. Members will receive a December mailing that contains the application and the award guidelines. The deadline for submission is March 7, 1997. Graphic design, public relations, media and advertising professionals will judge the entries. Winners will be announced at MLA's annual conference in April 1977.

Its not too early to consider entering. Categories include brochures, posters, newsletter, newspaper coverage, bookmarks, annual reports and many others. PR materials produced during 1995 or 1996 are eligible.

SHELVING WANTED

The Conant Public Library in Sterling is looking for some book shelving. Needed are 2 wall units, 6' long and 7' high, one-sided, metal, any color. If you have such shelving to spare, contact Mary Morrison, library director, at 422-6409.

UPCOMING CRUMBS DEADLINES

Dates: January 15, 29, February 12, 26. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

December 23, 1996

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IN THE REGION

cmrls

Welcome to **Cherie Labonte,** who is the new director of the E. Brookfield Public Library. Cherie's career includes work as an ESL instructor and sign language interpreter.

☆☆☆

Welcome to **Rhoda Augarten**, the Hudson Public Library's new children's librarian. Rhoda is a recent graduate of Simmons GSLIS and has worked at the Cary Memorial Library, Lexington. Roda's first career was in art therapy.

☆☆☆

Also welcome to **Devon Kurtz**, children's librarian at the Conant Public Library, Sterling. Devon is an interpreter at Old Sturbridge Village and has experience working in educational settings ranging from early childhood education to middle school.

☆☆☆

Susan Farr has left her job as Sterling's children's librarian to pursue a degree in education at Anna Maria College.

STATE STRATEGIC PLAN LEGISLATION FILED

State Representative David Cohen filed the Strategic Plan Legislation for the 1997-1998 legislative session on Beacon Hill. Rep. Cohen's office noted that by the filing deadline (December 4), 76 members of the House and Senate "signed on" as sponsors of the strat-egic plan. In January, 1997 the House Clerk's office will assign a bill number to the legislation.

According to the MBLC fact sheet, the Act will "help libraries in every community meet the challenge of the information age" by:

- expanding the present Regional Public Library systems to include membership from academic, school and special libraries in the Commonwealth. This will provide users of all types of libraries with expanded access to books and other library materials available within each region, regional reference and delivery services and other cooperative services designed to strengthen local libraries.

- establishing statewide programs to provide access to specialized informational resources on a statewide basis and support library resource sharing activities statewide.

- enhancing the capabilities of shared library computer networks and the Massachusetts Library and Information Network (MLIN), as a statewide electronic information network linking all libraries. This will provide libraries

and residents with a statewide catalog of books and other materials available through participating libraries, access to state and federal government information and access to general and specialized library reference services.

- efficiently building on existing library resources and strengths.

The FY 1998 appropriation increase requested totaled $4,256,918, representing the second year of a three-year phase-in of the project.

IPC CRAFTS A MISSION

Since the October *Cracker Crumbs* update, the CMRLS Interim Planning Committee (IPC) has taken some significant steps. The group, representing all types of libraries in the Central Region and now numbering 24 (see below,) contracted with Rockie Blunt Communications to draft a mission statement and to conduct focus groups.

For three hours in early November the IPC worked with Rockie and his partner Ellen, beginning by scribbling vigorously on post-it notes to group External Customers (individual and collective) and Goods and Services. The latter were then divided into Community Services, such as access to PCS for public use; Facilities, such as meeting rooms; Materials and Equipment, such as publications and CD-ROM; and value-added Information Services, such as referrals to other organizations, and document delivery. All of these were further grouped into categories to formulate the Mission Statement.

Several Mission Statement options were drafted in small groups, and a vote was taken to select the most fitting. The Mission Statement was set aside to be revisited after the Focus Group discussions had been completed.

A Focus Group Subcommittee, composed of Tim Rivard, Linda Brown, Laura Einstadter, and Annanaomi Sams (for affiliations, see below) arranged for groups representing each library type to meet with Rockie and Ellen to discuss needs, concerns, and participation in the new Region. Groups numbered from 9 to 12 persons, and represented not only a range of type, size, and geographic location, but also a variety of internal positions, such as interlibrary loan, as well as technical and children's services.

These groups were stimulated by questions such as:

- "What thoughts or phrases come to mind when you think of CMRLS?" (Responses included the expected, "delivery, interlibrary loan, and expertise from public librarians," as well as the inevitable "huh?" from those representing other types)

- "What are your concerns about the new Regional System?" (Responses included "Is it doable?" and "What's in it for us?")

On December 3 the IPC re-convened to hear the focus group discussion reports, and to revise the Mission Statement for the new Region. This is still subject to further tweaking and comments are invited. It currently reads:

> ***"The Central Massachusetts Regional Library System, a cooperative network of all types of libraries, supports its members as they serve their communities of users."***

IPC coordinators and chairs from all six proposed Regions met the following week to share progress reports and planning ideas. Each Region is conducting the planning process slightly differently from all others. As none had yet met with focus groups, CMRLS was asked to supply copies of the "Mission Statement Facilitation" and "Focus Group Research" reports. The two documents, some 70 pages in all, had been submitted to the IPC by Rockie. (Copies are also available by request from the CMRLS office.)

Future plans include a series of informational meetings by library type early in 1997, to keep staff informed of its progress. Additionally, a Framingham survey development and analysis firm, Focus Data, Inc., has been employed to conduct a needs assessment of all potential members of the new Region.

As the names of IPC members have not previously been reported in *Cracker Crumbs* they are listed below. Contact any member for further information, and call the CMRLS Office for their telephone numbers.

Jean Langley, Northborough Free Library (IPC Chair); *Jean Abdella*, St. John's High School; *Elaine Apostola*, Mirick, O'Connell, DeMallie & Lougee; *Linda Brown*, Applewild School; *Bob Cornacchioli*, Shrewsbury Public Schools; *Lisa Dagdigian*, Harvard Public Library; *Sue-Ellen Deiana*, Milford Town Library; *Laura Einstadter*, Bellingham Public Library; *Byron Hill*, Bowditch & Dewey; *Suzanne Hoey*, Worcester Law Library; *James Hogan*, College of the Holy Cross; *Penny Johnson*, Worcester Public Library; *Elizabeth Killoran*, Milford-Whitinsville Reg. Hospital; *Charles Moore*, Pearle L. Crawford Mem. Library; *Bonnie O'Brien*, Shrewsbury Public Library; *Linda Oldach*, Mt. Wachusett Com. College Lib.; *Patty Porcaro*, Worc. Found. For Biomed. Research; *Rena Richard*, Upton Town Library Trustee; *Timothy Rivard*, Allmerica Financial Res.& Ed. Ctr.; *Ananaomi Sams*, U Mass Medical Center; *Bonnie Shapland*, North Middlesex High School; *Mary Sieminski*, Clark University; *Mary Silverberg*, Norton Company; *Elizabeth Watson*, Fitchburg Public Library

STAFFER ENERGIZES VIDEO SERVICE

Kim Caouette is a member of the Worcester Public Library's circulation staff whose off-desk duties include acting as liaison between the Regional AV center and Worcester library patrons. "I thought we could be getting more requests for CMRLS non-fiction videos in every subject," Kim said, of a service that often needs promotion.

So Kim went into action. First, she contacted social service agencies, providing information about titles that would suit their individual needs. Catholic Charities is concerned with children and Worcester Fights Back with drug abuse; a contact person in each agency received a personal letter from Kim describing the range of videos available that might suit their needs.

Concerned with customer misunderstandings about when their videos were available and should be returned, Kim also instituted the practice of sending them written notices. By replacing the old system of phone messages and eliminating confusion, Kim has made video customers happier. "Some have been very appreciative," said Kim, "especially those who use the Regional collection to locate hard-to-find films."

By developing procedures that produce satisfied customers and a better-used video collection, Kim has provided a model for using Regional AV services locally.

PESTICIDE IN LIBRARIES RAISES CONCERN

"Lack of adequate ventilation can allow pesticide residues to build up and linger in school buildings, increasing risks of harmful effects," according to MA Public Interest Research Group's (MassPIRG) Tazeen Khan, as reported in an article focused on pesticide use in schools (*Telegram and Gazette*, 12/8/96). The side effects may include headaches, learning disabilities, reproductive damage and other serious health effects, according to MassPIRG. Because young children "...breathe more air and drink water and ...have habits of putting things in their mouths..." children using public buildings with such pollution may face increased exposure.

The problem is not limited to school buildings, according to Dudley librarian Chuck Moore. Chuck described the Dudley library's experience, which began when a very thorough part-time cleaning person began to complain of hives. She felt that the hives were the result of a chemical she was encountering at the library.

The library interior was being sprayed regularly for ants and spiders by a reputable Worcester area firm. On request, the company provided the formula. In fact, the mixture contained a problematic substance, known by the custodian's doctor to cause reactions similar to hers. Meanwhile, other staff began to develop uncomfortable symptoms.

Working with the exterminator, Chuck arranged to eliminate spraying inside the building altogether. Instead, the exterior is sprayed monthly during the spring, summer and fall. The building's interior, including carpets, was thoroughly cleaned. The outcome: the custodian, since retired, has recovered. The symptoms other staff displayed have disappeared.

Libraries who use exterminating contractors can request safety data sheets for each material being used, and read for themselves the health effects and application cautions provided by the manufacturers. "The *Telegram and Gazette* article confirms the diagnosis," said Chuck. "Other libraries should be alerted to the issues."

MBLC ADOPTS NEW EDUCATIONAL STANDARD FOR DIRECTORS

At their December 5, 1996 meeting, the MA Board of Library Commissioners (MBLC) adopted new minimum educational standards for library directors. Expected publication in the *MA Register* and effective date will be December 27, 1996. The standards specify:

> In order to protect all present incumbents, the 1996 revised personnel standards will apply to new appointees only. New appointees to chief librarian positions in libraries serving a population of under 10,000 will be allowed a five-year period in which to qualify by special training, as defined below.
>
> College graduation means graduation with a degree from a college accredited by a regional accrediting association recognized by the National Commission on Accrediting.
>
> Professional training means graduation with a degree from an approved library school An approved library school is one that is accredited by the American Library Association and/or approved by the MBLC.

The newly adopted personnel standard for libraries in communities with population under 10,000 is:

Chief Librarian: college graduate with special training either received or to be received within a five-year period by courses in the basic library techniques of administration, material selection, cataloging and classification, and reference offered through a university or college, or by professional qualified personnel instructing in institutions of higher education, the board of library commissioners, or a regional library system, approved by the MBLC. Qualify for a certificate of subprofessional librarianship issued by the MBLC.

The new standard for libraries in communities with population over 10,000 is:

Chief Librarian: college graduate with a degree from an approved library school; experience in library work including supervisory experience; and a certificate of professional librarianship issued by the Board of Library Commissioners. It is understood that appointees in this category must be fully qualified upon appointment.

The new guidelines eliminate distinctions among libraries serving communities with populations below 10,000. Contact the MBLC at 800-952-7403 for the full text of the new standards or for more information.

IN THE NEWS

The Trustees of the Boston Public Library have appointed Bernie Margolis (Pikes Peak Library District) as the new President of the Boston Public Library.

1998 LSTA AT A GLANCE

At the December meeting of the Board of Library Commissioners it was revealed that 96 Letters of Intent for the 1998 Library Services and Technology Act (LSTA) grant round were received by the MBLC's deadline. Two applicants were determined to be ineligible to participate in the specific program for which they submitted an intent. Several libraries submitted multiple intents.

Thirteen CMRLS member libraries submitted seventeen of the intent letters. In the Homework Center category, letters came from Dudley, Millville, Oxford, Rutland, Townsend, and Whitinsville; Health Information grants are sought by Littleton, Northborough, Rutland, Shirley, Shrewsbury, Upton, and West Boylston. Littleton, Worcester, and Whitinsville wish to conduct Preservation Surveys; Worcester also submitted an intent letter to serve Children in Poverty.

Full proposals are due to the MBLC by January 23, 1997 at 5 p.m. The State Advisory Council on Libraries (SACL) will meet on February 12 to review the proposals and consider recommendations for funding.

FIVE TRENDS AFFECT THE FUTURE OF LIBRARIES

(reprinted with permission from the staff newsletter of the Springfield-Green County Library District, Springfield, MO, September 13, 1996)

(Note: the trends referred to below are from *Clicking: 16 Trends to Future Fit Your Life, Your Work and Your Business* by Faith Popcorn and Lys Marigold.)

1. **Cocooning**: This stay-at-home trend reflects our strong desire to build soft and cozy nests to protect ourselves from the harsh, unpredictable realities of the outside world.

Staff ideas: Virtual bookstores; more neighborhood branches; mail order catalog of books; everything on-line; more staff flextime and working at home; club atmosphere, more like Drury College's library and Barnes and Noble.

2. **Clanning**: The inclination to join up, belong to and hang out with groups of like kinds provides a secure feeling that our own belief systems will somehow be validated by consensus.

Staff ideas: Book discussion groups and listservs; advisory groups; cozier atmosphere like coffee shop or lunch room, one-on-one individual help; snack areas; library as a destination; group collection by topics with signage.

3. **Egonomics**: In a direct reaction to the sterile computer era, we are looking for new ways to make more personal statements. Businesses that market to the "I" and provide exceptional service should excel.

Staff ideas: Drive-up window; phone answered by "real people", call patron by name; at-home delivery; small databases to track reading interests to answer "tell me what I've read".

4. **Being Alive**: The concept of "wellness" can add generous years of good health, giving us an overall better quality of our lives.

Staff ideas: Staff time with no interruptions; check out exercise equipment; staff comfort (chairs, etc.), and health-related training; health/wellness librarian on staff to arrange wellness programs for staff and public.

5. **Vigilante Consumer**: The frustrated, often angry consumer manipulates the marketplace through pressure, protest, and politics.

Staff ideas: Anticipating problems, i.e., Disney ban; suggestion boxes, showing responses and follow-through; information-packaging, i.e.,

interpret, paraphrase, selecting the best, most appropriate materials; consumer specialist on staff; complaint department.

REGIONAL 911

by Alice Atanian, Head of ILL

Q: My patron needs a periodical article fast. How should I submit it?

A: For a quick response fill out a periodical request form and fax it to the Regional office. If the periodical is in the Worcester library collection, your patron should receive the material within 24 hours. We ask that you make sure your fax machine is on and available for the response.

Whatever the submission method (fax or delivery), please remember the following steps so that we may give you quick service:

1. Verify the request in a recognized source (**WAULS**, **Reader's Guide**, **FirstSearch**) and include this information with the request.

2. Submit no more than three article requests per patron, per day.

3. Fill in complete periodical title (no abbreviations), volume, date, month, year, name of article and page numbers.

4. Verify patron's willingness to pay charges for photocopying. (Some libraries charge and some do not. If your patron wants to us to search beyond Worcester it must be indicated on the request or else the request will be aborted at that point).

5. Be aware of copyright laws. (If you request it we will send a one page summary of copyright law pertaining to libraries).

ELECTRONICALLY SPEAKING

MA Position Vacancies Moves to Web

Beginning February 1997, the print version of "Massachusetts Position Vacancies" (MVP) will cease publication. MPV will continue to be available at the MLIN Web site, *http://www.mlin.lib.ma.us/mpvintro.htm.* MPV will be updated weekly.

MPV is a monthly listing of vacant professional library and information science positions available in Massachusetts. Compiled by the Board of Library Commissioners, the listing has been published and distributed to Massachusetts public library directors, academic and special librarians, and other interested library professionals for posting. Employers wishing to list a position should contact "Massachusetts Position Vacancies" at the Massachusetts Board of Library Commissioners, 648 Beacon Street, Boston, MA 02215.

☆☆☆

Lunenburg IP Offers Free Library Accounts

Net1Plus Networking and Internet Services of Lunenburg offers local libraries free, unlimited dial-in Internet accounts. Their local service area includes Ayer, Ashby, Ashburnham, Fitchburg, Gardner, Groton, Hubbardston, Leominster, Littleton, Lunenburg, Pepperell, Shirley, Templeton, Townsend, Westminster, and Winchendon. Included in the service are the Netscape Navigator web browser, a mail box, and the space to mount a web page. The agency provides speakers at library informational sessions as well. The library must provide a computer, a telephone line, and a modem. Call Sales at 508 343-3011 for more information, or visit Net1Plus' home page at *http://www.net1plus.com.*

CHILDREN'S SERVICES NOTES

Youth IPC Listserv on MLIN

The last issue of "Cracker Crumbs" notified readers about a CMRLS listserv available for those wanting to participate in discussion of the Region's transition to multitype. It failed to mention that MLIN also offers a listserv for those concerned about youth services. If you want the chance to contribute or even eavesdrop, consider joining.

Visit the mailing list gateway at: *http://www.mlin.lib.us/cgi-bin/lwgate/YOUTH/.* You can join, see who is participating or read the archives. A graphical browser will be necessary to use the forms at this site. If you do not have a graphical browser or want to simply subscribe, send a message to: majordomo@mlin.lib.ma.us. Leave the subject line blank. In the message space, write: Subscribe YOUTH.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

The official start of winter: December 21 at 9:06 a.m. For those of us who think the long dark days of winter are something akin to purgatory, a ray of hope shines through the gloom! After you've stocked the birdfeeders, peeled off your wet boots and hung up your shovel, wrap yourself up in a toasty afghan, turn on your VCR and watch the AUDUBON SOCIETY'S GUIDE TO BUTTERFLY GARDENING (VHO4635). This is a comprehensive introduction to 25 of the best commercially-available butterfly attracting plants. Also, more than 60 classic North American butterflies are

featured, their seasonal range and favorite flowers.

GARDENS OF THE WORLD (VHO4471 to VHO4477) is a 6-part series hosted by Audrey Hepburn that tours some of the most exquisite gardens in Europe and the U. S. My favorite segment is "Flower Gardens" which includes a visit to Claude Monet's breath-taking garden at Giverny--Stay warm!

NEW IN THE WORCESTER COLLECTION

by Joy Hennig, Reference Librarian

For those who love to cook as well as the rest of us who love to eat, the new *Holidays of the World Cookbook for Students* (REF 641.5 68W 366H) will be a welcome resource, particularly at this time of year. Recipes associated with Christmas, Hanukkah and Kwaanza are well-represented as are many drawn from Muslim, Hindu, Buddhist and animist traditions. National and secular celebrations, such as Cinco de Mayo and October Fest, are also covered. The volume is arranged geographically and includes one to five recipes per country.

Although designed for students, the usefulness of this work extends far beyond its intended audience. Beginners will find ingredients readily available and instructions easy to follow but the experienced cook will also find plenty of enticing selections. Teachers and casual browsers will be interested in the holiday lore with recipes such as "pan de muerto" -- a bread decorated with crossbones, eaten as part of the observance of the Mexican Day of the Dead.

Many of my fellow Scandinavians will probably be relieved to know that lutfisk -- a kind of gelatinous fish generally served at Christmas -- is *not* included in the entry for Sweden but may be dismayed to learn that the equally delectable Jansson's Temptation (a combination of potatoes, anchovies, onions and cream) *is*.

The subtitle of the *Food Lover's Tiptionary*(REF 641.3 H538f) notes that the volume contains "secrets, shortcuts, and other things the cookbooks never tell you." This inexpensive paperback is arranged alphabetically by food (deviled eggs), ingredients (mustard) or technique (sautéing), and each entry addresses common problems encountered by cooks and ways of improving the final product. Information is presented in clear bulleted format.

Under the heading for turkey the reader finds suggestions on how to purchase, thaw, cook and baste a turkey and how to prepare a good non-toxic stuffing. For those who require extra assistance, the Butterball Turkey Hotline (1-800-323-4848) is mentioned. Tips on preparing other holiday favorites, such as chestnuts and eggnog are also included. Some of the advice offered here will be obvious to seasoned cook and novice alike. After all, how many of us really need to be told to "beware of products labeled "artificial chocolate" or "chocolate flavored"? That aside, there should be something here for just about everyone.

Unlike the *Food Lover's Tiptionary* (above) the *Book of Food* (REF 641.3 B623b) is a comprehensive, lavishly illustrated coffee table style guide to "over 1,000 exotic and everyday ingredients." Useful as the text may be, the real strength of this work lies in its over 200 stunning color photographs of staples and unusual items, ranging from blue cheeses and legumes to dead fully-feathered game birds (shocking but beautiful). The text is organized under broad subject headings, geographic range, appropriate uses, and preparation of the product. This is not a cookbook -- no recipes are included -- but will nonetheless be of interest to those who appreciate fine food and fine photography.

FREEBIES

The 1996 edition (5 vols. plus 2 supplements) of *Ulrich's International Periodical Directory*. First come, first serve. Call George Brown, Shrewsbury Public Library, 508-842-0081.

COMING UP

In the event of inclement weather, if the Worcester public schools are canceled, the CMRLS workshop/meeting will also be canceled. Consult your local radio station.

Electronic Programming with Kids: An Overview, with Linda Braun. Monday, January 13 (snow date 1/14). CADGE. Also **Electronic Programming with Kids: Programs that Work**, with Lorainne Barry, Holly Turner, and Corinne Fisher. Monday, February 10 (snow date 2/11). CADGE programs presented by the CMRLS; both at the Worcester Public Library, 10 - 12. Register with Maureen Boyda, CMRLS, by January 6.

UPCOMING CRUMBS DEADLINES

January 2, 15, 29. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

CORRECTION

Re: "Spotlight on Commissioner Edward L. Bertorelli, *Cracker Crumbs, Nov. 25, 1996.* Commissioner Bertorelli is an employee of the Special Education Department of Milford Public Schools.

SEASON'S GREETINGS TO ALL!

N E W S L E T T E R

CRACKER CRUMBS

December 9, 1996

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CRACKER CRUMBS
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IN THE REGION

cmrls

Margo Crist, former CMRLS administrator, will return to Massachusetts within weeks to head the UMASS Amherst libraries.

☆☆☆

Anne Hackett returned to her position as director of the Charlton Public Library after a brief detour to sample school librarianship.

☆☆☆

Carol Swiss, Director of the Boylston Public Library, announced her retirement after 12 years in her position.

☆☆☆

Carolyn Noah, Regional Consultant, was a recent presenter on panels for the American Academy of Pediatricians on kids and sexual health information; the City of Portland (ME)Public Library on Kids and the 'Net; and PEN-NE on trends in publishing for children.

☆☆☆

Elizabeth Watson, Chief Librarian at the Fitchburg Public Library, has been invited to speak on a panel at the Portland (ME) Public Library on December 19th, to discuss long-range planning issues in the future of public library service. The distinguished panel also includes Susan DiMattia, Editor of *Library Hotline*; Eleanor Jo (Joey) Rodger, President of the Urban Libraries Council; and Charlie Robinson, Editor of the *Library Administrator's Digest* and former director of the Baltimore County Public Library.

ART BARELY "CRACS" SURFACE

A surprise visitor at the November CRAC meeting was a volume of Grove's new 34-volume **Dictionary of Art.** Christine Kardokas, Head of Reference and Readers' Services, used the volume as a focal point of her report, in which she often highlights valuable reference resources acquired with Regional funding. The dictionary, which takes five feet of shelving, was just published at the price of $8,800, making it beyond the reach of most libraries in the Region. However, according to a review in a November **Time Magazine**, it's "...worth every penny....If this isn't the most important art-publishing event of the 20th century, coming right at its end, one would like to know what its plausible competitors are." (See also Joy Hennig's

review in the November 12 edition of *Crumbs*.)

If library customers can't make the trip to Worcester to use the Dictionary, don't despair -- the Auburn Public Library also purchased the set.

REGIONAL 911

by Roger Debenham, Regional Consultant

Q: Are there some simple diagnostics that I can do to solve computer problems?

A: Everybody experiences computer problems from time to time. If you never have, wait a little longer. Problems come in various levels of complexity. There are simple ones, such as those caused by a loose connection or a switch set in the wrong position. And there are baffling ones which defy the best efforts of the experts, and end in finger-pointing between hardware vendors and software support technicians.

Simple problems can usually be solved by following a simple procedures checklist. Check the power cord. Check for loose cables. Check switch positions and indicator lights.

To solve a more complex problem, you first have to describe it. What exactly is the problem? Under what circumstances does it occur? Are there messages, sounds or changes in indicator lights associated with the problem? Problem documentation should include notes about any recent changes in hardware or software The installation of a new sound card or setup of a CD-ROM program may have created a problem where none existed before.

Secondly, narrow the possible causes of the problem by using the time-honored process of elimination If you have more than one IBM-compatible computer in your library, perform a simple swap test to pinpoint hardware problems.

Try this if your monitor appears to be defective. Turn off and unplug both computers and monitors involved in the test. Then swap the problem monitor with the working one from the other computer. If the problem monitor now works flawlessly, and the previously working monitor now appears to be defective, then you probably have a loose or defective video card inside your computer, not a defective monitor. If you did not swap the video cables when you swapped monitors, swap only the cables now. (Note: You may not be able to swap your video cables; many monitors have permanently attached ones.) If you get the same result, you can rule out defective cables and turn your attention back to the video card.

If the hardware warranty has expired, you may want to take this troubleshooting process a step further to possibly avoid an expensive repair call. Unplug the problem computer and remove its cover. Locate the video card. (It's the one to which the video cable attaches.) After grounding yourself to discharge static electricity, carefully but firmly push straight down on both ends of the card with a slight rocking motion to make sure it is securely inserted in its slot. Then replace the cover, and test the monitor again.

Swap tests are also recommended for keyboards, mice, printers and external modems. Remember to check for the possibility of defective power strips, cables, jacks and phone lines. And do not forget to document your trial and error process. A written record of problems and troubleshooting procedures should be kept with the purchase and warranty information for each computer. Careful records also facilitate communication with support and repair personnel. That could save time and money.

Come to the Regional workshop at the Worcester Public Library from 10 to 12 a.m. on Thursday, December 19, to learn more about troubleshooting procedures. Computer technician Rick Levine will be there to answer your questions and demonstrate a few hands-on techniques. If you are not able to attend, please call or fax your computer question(s) to me before that date.

WMRLS UNVEILS COMPUTER TRAINING LAB

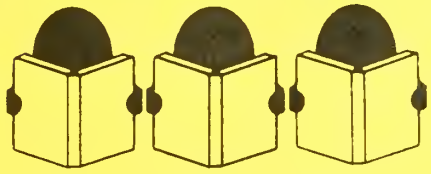
The Western MA Regional Library System (WMRLS) inaugurated the first fully-equipped computer training lab designated expressly for librarians on November 19. The $63,000 state-of-the-art facility is housed at WMRLS headquarters in Hatfield and consists of 16 Pentium workstations with full graphical access to the Internet.

Senator Stanley Rosenberg of Amherst, a strong advocate for Massachusetts libraries, said at the opening: "Libraries open worlds and open minds. They are institutions that have a critical role in the life of a community."

The lab is a program of the Massachusetts Library and Information Network (MLIN), and comprises a critical component of the Statewide Strategic Plan for the Improvement of Library Services in Massachusetts. It was funded by a grant from the Massachusetts Board of Library Commissioners (MBLC), with additional funding from the Western Region.

A similar, but smaller, lab is under construction on the first floor of the Worcester Public Library (WPL). The Worcester lab, also funded in conjunction with the MLIN program, is a joint project of the CMRLS and the WPL, and will be used to train librarians as well as the public.

NATIONAL LIBRARY WEEK: KIDS CONNECT



National Library Week, April 13 - 19, 1997, will celebrate the ways libraries and librarians serve children with the theme "*Kids Connect @ the Library*". The goal: to encourage parents, grandparents and other caregivers to bring children to libraries and help them connect to books, computers and other resources. Mary R. Somerville, President of ALA, urged all libraries to join the campaign, saying, "All of us -- whether we represent public, school, or academic libraries -- have a stake in this effort for one simple reason: Children who aren't logged on and literate will be lost in the 21st century. And so will our nation." A "Kids can't wait...Library Advocacy Now" tip sheet with tips for promoting libraries during National Library week and all year are available from the ALA Public Information Office at 1-800-545-2433 x 5042.

ELECTRONICALLY SPEAKING

CMRLS Online Resource Links Up

Ellen Berne's *Public Service Librarian's Professional Guide to Internet Resources* will soon contain a link to the CMRLS website's page on collection development. "This is a terrific resource," said Berne, in her e-note. "I'm revising the list now and plan to link to it." The netography contains links for library staff working on collection development in adult, youth, and media resources. Visit it at: *http://world.std.com/~cmrls/coldev.html*, or visit Ellen Berne's comprehensive list at *http://k12oit.umass.edu/libguide.html*.

☆☆☆

Telnet Blues

If you're having trouble connecting to telnet sites (such as most library catalogs) from your Netscape browser, you may need to do some set-up. First, open Netscape. Then click on "Options". Choose "General Preferences". Then choose "Apps". Look in the box marked "telnet app". If it's empty, you'll need either to locate a telnet application or download one from the Internet.

Most Windows '95 computers arrive with a telnet application on the drive, and you simply need to locate it. Click on the browse button, and scroll through the directories until you locate a program called "telnet.exe". (On the Regional computer, ours was at *C:/Windows/telnet.exe*.) When you click on that line, the path will automatically be entered in the "telnet app" box. Click on "ok." When you next visit a telnet site, Netscape should automatically open the telnet dialog box for your use. (Sometimes, though, it is hidden beneath the Netscape screen, which must then be minimized. As an alternative, consider running Netscape less than full-screen, so that you can see what's going on behind it.)

If you do not find a telnet application, or you have a Windows 3.1 system, you may need to download a telnet application. A freeware program called EWAN is available at *http://www.lysator.liu.se/~zander/ewan.html*.

If you're having trouble connecting to telnet sites through an Internet Explorer browser, it's because the program is not configured to use telnet. You'll need to wait until Microsoft fixes that bug to access library catalogs.

☆☆☆

Sites to See

The Internet Public Library has mounted biographical information on U.S. Presidents and First Ladies, facts about terms, and inaugural speeches. Visit *POTUS*, Presidents of the U.S., at *http://ipl.sils.umich.edu/ref/POTUS*.

☆☆☆

Want to know what the Regional Interim Planning Committee (IPC) is talking about? MLIN offers you the opportunity to subscribe to an IPC listserv or read the archives of discussions. Visit the mailing list gateway at: *http://www.mlin.lib.us/cgi-bin/lwgate/CMRLS/*. A graphical browser will be necessary to use the forms at this site. If you do not have a graphical browser or want to simply subscribe, send a message to: *majordomo@mlin.lib.ma.us*. Leave the subject line blank. In the message space, write: Subscribe CMRLS.

☆☆☆

The **Joshua Hyde Library, Sturbridge**, has a new home page. Visit it at: *http://www.hey.net/Sturbridge/library/index.htm*.

☆☆☆

The **Sargent Memorial Library, Boxborough**, also has a new website. Visit: *http://www.ultranet.com/~boxbl/*.

CHILDREN'S SERVICES NOTES

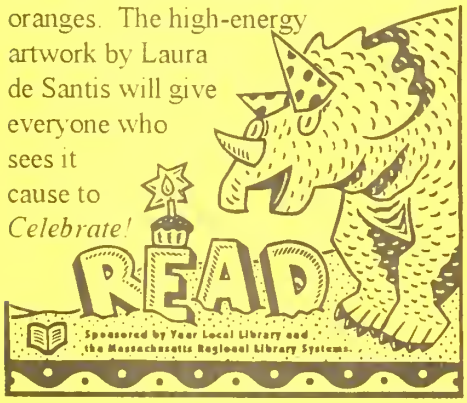
"Celebrate! Read!" Underway

By now, libraries have received the first edition of *Celebrations!*, the newsletter devoted to programs, resources and ideas for the 1997 summer reading program. Included was the order form for the program materials, which should be faxed to the Regional Office immediately if it has not already been returned. The newsletter is also available on the World

Wide Web at: *http://mbln.lib.ma.us/cmrls97srp.htm.*

At its November meeting the steering committee for the program (CMRLS members are Jo Ann Magee, Fitchburg; Brenda Metterville, Spencer; Jackie Shartin, Shrewsbury; and Darla Remple, Worcester) made some decisions about the content of the handbook, promotionals, and coupons. As a result, the handbook will feature new sections of samples and crafts; the promotionals will include new items such as laser viewers and friendship bracelets; and the supporter coupons will be significantly reduced to reflect value to the library user.

The final artwork will feature a full color poster, vivid with purples, yellows, and oranges. The high-energy artwork by Laura de Santis will give everyone who sees it cause to *Celebrate!*



AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

If your attitude needs a little adjustment or if you've just lost your sense of humor this holiday season, perhaps one of our new videos featuring Loretta LaRoche, MD (Mirth Doctor) will lighten your load. For those not familiar with Loretta LaRoche, she is a very funny, dynamic, wise woman whose audiences double with laughter. Her programs have been aired on PBS; she is also adjunct faculty of the Behavioral Institute of Medicine, an affiliate of Harvard Medical School.

The titles are:

Parenting with Humor (VH04466)
The Joy of Stress (VH04465)
How to Prevent Hardening of the Attitude (VH04509)
Jest for the Health of It! (VH04508).

If your funny bone needs more tickling, watch the off-beat comedy of Lily Tomlin, a new five-part series:

Appearing Nightly (VH04277)
Lily, Sold Out! (VH04278)
The Search for Intelligent Signs of Life in the Universe (VH04279)
Ernestine: Peak Experiences (VH04280)
Lily for President (VH04281).

AVAILABLE

Bridges to Reading, a kit of strategies to identify, understand, and address children's reading problems was developed to assist parents. The kit was developed by the Parents' Educational Resource Center and underwritten by the Charles and Helen Schwab Foundation, dedicated to improving the lives of children with learning differences. Kits ($20 plus $4.95 shipping) include audio tapes, booklets, a calendar, tutoring guides, a portfolio, and reading logs. Call 1-800-471-9545 to order, or to request a scholarship application or more information.

JOB OPENING

Library Clerk, Town of Pepperell. Part-time position assisting at Circulation Desk, including charging/discharging library materials and assisting patrons. 15 hours/week, including three evenings and Saturday mornings. High school education required, with some college background and/or prior library experience helpful. Good customer relations and data entry skills. Starting salary $7.35 - $8.05 per hour, depending on qualifications. Applications to Anita S. Tekle, Executive Secretary, Town Hall, One Main Street, Pepperell, MA 01463 by December 20, 1996. EEO Employer.

KID FACTS

Nationally, nearly 75% of 3 - 8 year olds visit the library annually.

--from Library Journal, October 1994

☆☆☆

Our state ranks 49th in the US for electronic networks installed in schools. Massachusetts may have a myriad of high-tech businesses, but our classrooms are far less impressive.

--from High_Tech@MA.schools.k12, Fall 1996

☆☆☆

Nothing that happens in school matters nearly as much as students' home environment in determining how well junior high school students do in science and math, according to researchers who just completed the largest international study ever done on these subjects.

--from the Boston Globe, November 21, 1996

COMING UP

PC Troubleshooting, December 19, 10 -12, presented by the CMRLS at the Worcester Public Library. Learn more about troubleshooting procedures. Computer technician Rick Levine will be there to answer your questions and demonstrate a few hands-on techniques. Register with Maureen Boyda, CMRLS Office.

UPCOMING CRUMBS DEADLINES

December 18, January 2, January 15.

Crumbs is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

October 15, 1996

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Layout: Maureen Boyda

IN THE REGION

cmrls

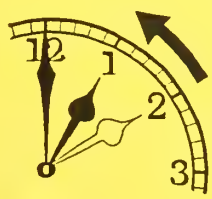
Lillian Giuliano has retired as the director of the Marlborough Public Library after twenty years of service. Head of Circulation **Karen Tobin** has been appointed acting director.

☆☆☆

Welcome to **Suzanne Scribner**, new Children's Librarian at the Upton Town Library. Suzanne is a recent graduate of the University of Massachusetts in Amherst where she studied children's literature and writing. She is currently enrolled in the Graduate School of Library and Information Science at Simmons College.

☆☆☆

Penny Johnson, Head Librarian, Worcester Public Library, has been honored as an outstanding community leader by the National Conference of Worcester County and ACCORD, the Center for Human Relations and Community.



Daylight Savings Ends October 27th!

COLAS PREPARE FOR TCP/IP

by Roger Debenham, Regional Consultant

In an ongoing effort to keep members informed of dramatic changes ahead, C/W MARS Director Joan Kuklinski attended the monthly COLA (Central Online Affiliates) meeting in Paxton on Wednesday, October 2nd. Attendees representing nine Online Affiliate (OLA) libraries learned how to prepare for the upcoming TCP/IP grant implementation. Central Region OLAs who missed this meeting are encouraged to attend a similar meeting at the Western Region in Hatfield on October 24. See the notice in C/W MARS "News."

During the next eight months, C/W MARS will be working with DataComm and Computer Telephone, a NYNEX agent, to install telecommunications lines, equipment and software in every member library. When accomplished, all members will have faster, more reliable online service with full graphical access to the Internet via a Netscape Internet browser.

If you are planning to switch your port to a Windows 95 computer (e.g. the MLIN2 computer) you are strongly advised to wait until your library is scheduled to receive the free TCP/IP implementation. C/W MARS will be installing a software program called OutsideView Lite (OV Lite) on all member computers at that

time. OV Lite will replace the PCT software currently used for connectivity to the CARL System. PCT software will not be installed on Windows 95 computers.

Full members of C/W MARS received detailed packets of information about the TCP/IP project at a recent meeting in Palmer. For OLA libraries, implementation planning is comparatively simple, because most, if not all OLAs acquired just one port, and they already have a Pentium or 486/66 computer with 8MB of RAM plus the Category 5 (L5) cabling that is required. DataComm will be making pre-installation site visits to all full member libraries; however, this will probably not be necessary for most OLAs.

Single-port OLA libraries will be linked via a 56K line to a Terminal Access Server maintained in one of the larger full member libraries such as Worcester or Milford. Since OLAs are currently connected by 9.6K lines, there will be an overall five-fold improvement in the capacity to transmit data into and out of each OLA library.

This dramatic increase in bandwidth, or the capacity of a line to carry electronic data, is the key to moving online services from text-based to a much more user-friendly full graphical format. The change allows the network to provide World Wide Web (WWW) browsing with Netscape as part of annual membership. And for an additional charge any member can opt to have CARL's patron-pleasing graphical user interface product (GUI) Everybody's Catalog. Netscape and Everybody's Catalog will be installed as part of the implementation schedule, but probably not before January, 1997. Full members will pay $200 per port for Everybody's Catalog; the charge for OLAs will likely be higher since they do not pay as much toward membership support. The final price will be announced in C/W MARS News after a vote by the Executive Committee.

OLA libraries thinking of acquiring a second port should decide this matter as soon as possible. C/W MARS currently has five spare sets of the equipment (router, hub) required for all new multiple port installations. This equipment will be provided free of charge as part of the TCP/IP grant implementation. If you need a second port and can afford the additional port charge, contact the central site soon. Once this spare equipment is used, single-port member libraries may have to purchase equipment in addition to paying additional membership charges to add ports. The equipment will cost about $3,000.

If you currently have a peer-to-peer network serving a stand-alone circulation system (e.g. Winnebago), you may want to use one of your networked computers as a C/W port. Decide now which computer will be connected. It will probably not be possible to share the C/W MARS access with the other networked computers. Remember, any computer you select for access must meet the 486/66 with 8MB RAM minimum standard.

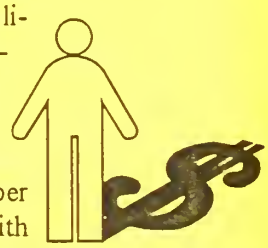
C/W MARS sells A/B switches at a cost of $25, plus a $50 onsite installation charge, for libraries connected to a Terminal Access Server and wishing to share their single port between two computers. However, during the TCP/IP implementation period staff will have limited time to schedule routine maintenance visits to member sites. Please contact Clare Nelson at C/W MARS for more information on A/B switches.

C/W MARS is currently evaluating computer security software. The product they select may optionally be installed along with OV Lite and Netscape during implementation. There will be a charge for the security software, probably under $100. You may continue to use a security product of your own choosing, but C/W MARS will not provide support for anything other than the software package they install. If you are currently using a security product that you highly recommend, let the staff know about it. Contact their TCP/IP implementation Team via PS-MAIL to DL.TCPIP.

Network staff will provide group training at their Central Site headquarters at Anna Maria College, and onsite training during their implementation visit to your library. Trainers will also be working with Regional and Worcester Public Library staff to plan sessions at the Techno-Trainers Center in Worcester. That facility is now scheduled to open in January, 1997. Announcements concerning forthcoming training opportunities will be posted on the online News, which all members are advised to read daily.

LAW LIBRARY BUDGET SUGGESTS VOLUNTEERS

Language in the 1997 state budget calls for the chief justice of administration and management to develop a "voluntary library assistance program", according to an article in *American Libraries*, September 1996. Combined with inadequate library funding levels, that suggests the use of volunteers, most likely nearby law students, in place of hiring staff.



State Law Library Coordinator Marnie Warner told *American Libraries* that the $1.6 million budgeted for the libraries is less funding than is needed to meet current use levels, which implies that volunteers will take up the slack. Warner pointed out that the legislature's intent is open to interpretation.

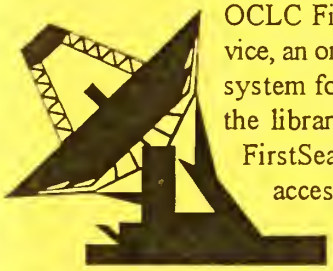
According to trial court librarians, the volunteer program would amount to requiring that the private sector supply a

unionized public sector with free labor. Some staffers speculated that the court system doesn't want a volunteer corps any more than libraries do. The budget language now rests with Chief Justice John J. Irwin, Jr. of the administrative office of the state trial courts.

ELECTRONICALLY SPEAKING

New York Times Available Through Firstsearch

The full text of **The New York Times** is now available on the OCLC FirstSearch service, an online reference system for end users in the library community. FirstSearch users can access online the full text of the **Times** on the day of publication, as well as the full text of the most recent 90 days of the publication, and abstracts of The New York Times articles published from Jan. 1, 1994 to the present.



"**The New York Times** is one of the world's premier newspapers and reference resources," said Rick Noble, vice president of OCLC Reference Services. "The addition of **The New York Times** database to FirstSearch represents a major enhancement to the service and provides libraries with a rich source of current information."

The Central Region currently provides FirstSearch service free of charge to all CMRLS member libraries. For information on accessing this service contact Regional consultant Roger Debenham.

OCLC (Online Computer Library Center) is a nonprofit computer library service and research organization whose computer network and services link more than 23,000 libraries in 63 countries and territories. More information is available at the OCLC Web site [http://www.oclc.org].

☆☆☆

American Libraries' Job Ads Online

The classified advertising section of American Libraries is now available on the "ALA Job Line" at http://www.ala.org

New "Career Leads" ads will be posted online toward the end of every month, prior to publication in the magazine. Ads will be grouped alphabetically within type of recruiting agency, followed by a section of "Late Jobs" received close to the publication deadline.

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Correction

The correct URL for ShelveIt!, cited in the September 26 issue, is www.norwich.edu/library/fonul/shelveit.htm.

CHILDREN'S SERVICES NOTES

Audrey Geisel Gives $1 Million Toward Seuss Memorial

(extracted from the "Bay State Librarian", September, 1996)

Plans for the Dr. Seuss Memorial in Springfield have moved a step closer to reality with a $1 million gift from the wife of the late Dr. Seuss. At a reception given in her honor at the Museum of Fine Arts, Audrey Geisel handed the gift to Library and Museums Association President Joseph Carvalho. Referring to her late husband, she said, "He knows where Springfield will go and should go, and he wants to be part of the going."

Ms. Geisel offered her gift as a national challenge for others to match to assist in the design and construction of the memorial, which is envisioned to include a representation of Geisel and several of his characters. Theodor Geisel was born in Springfield on March 2, 1904 and is believed to have drawn on the sights and people of his childhood there for inspirations for many of his books. Geisel (a.k.a. Dr. Seuss) died in 1991.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

If your computer mouse is beginning to seem to be a sadistic rat, perhaps these new videos will help you navigate through the maze:

Microsoft Word Beginning (VH04438); **Intermediate** (VH04439); **Advanced** (VH04440). Learn how to use this popular word processor program within the Windows environment.

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Microsoft Schedule + (VH04441). All you need to get organized!

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Microsoft Powerpoint Essentials (VH04444); **Advanced** (VH04445).

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Microsoft Excel Beginning (VH04447); **Intermediate** (VH04448); **Advanced** (VH04449). Explains the features of this powerful spreadsheet program.

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Brit Hume's Survival Guide to Microsoft Windows '95 (VH04446). A crash course in plain English.

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Perhaps you would rather listen to a book. Some of our new titles include:

Ladder of Years (AC1104J) by Anne Tyler. 40-year-old Delia Grinstead walks out of her life as wife and mother. What will she do when her family tracks her down?

☆☆☆

The Rector's Wife (AC01150) by Joanna Trollope. Unable to scrape by on her husband's meager salary, Anna Bouverie takes a job in a supermarket, earning a sense of her own worth, the disapproval of the parish, and the icy fury of her husband. You may want to see A&E's video adaptation. (VH04130)

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Stone Diaries (AC01119) by Carol Shields. An ordinary woman becomes a witness to her own life.

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Reviving Ophelia (AC01152) by Mary Pipher. Clinical psychologist Mary Pipher explains why more and more adolescent girls are falling prey to depression, eating disorders, chemical addictions and suicide.

NEW IN THE WORCESTER COLLECTION

by Sharon Hendricks, Reference Librarian

Are you aware that the Chinese drink an average of just eight soft drinks per year but that only one is a Coca-Cola product? Or that Ohio has the highest public library circulation per capita? How about "Contents of Human Skin: on average, twelve feet of nerves three feet of blood vessels, ten hair follicles, one hundred sweat glands and hundreds of nerve endings are in each square centimeter of skin. During the average lifetime, 40 lbs. of dead skin are shed." If that's not enough: the average weight of hummingbird is 0.07 oz.; the average of three tons of grass clippings are generated every year by mowing a half-acre lawn; women shave an average of 2.8 times per week.

Find the facts by the hundreds in the **Gale Book of Averages** (Gale Research, Inc, 1994). The body of the book is arranged by general categories such as time; business and labor; consumption; contemporary life; and society. There are two indices. One, a subject index, is very useful. The other index, called a "Selective Numerical Values Locator" is not helpful at all. Each entry is fully documented along with tidbits to clarify the statistic.

SUPPLY CO-OP CORRECTIONS

Please make the following changes on your supply co-op list:

On page 13, change the catalog number for the pressure-sensitive reinforced, 4 ½ " H x 3 ½ "W book pockets (University Products) from 448-0300 to 450-P300.

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On page 5, change the catalog number for 8 cassette capacity album, firm vinyl construction, black (Demco) from 153-1247 to 153-0615.

RING ANY BELLS?

A copy of **Backlash: The Undeclared War Against Women** by Susan Faludi was returned to the Whitinsville Social Library on October 1. It is not Whitinsville's book, and has no library stamp or barcode, just a plastic dust jacket, a plain book pocket and the Call # "305.45 Fal". If this book is yours, call Christine McLaughlin at the Whitinsville Social Library (508-234-2151) to claim it.

DIRECTORY UPDATE

Effective Monday, October 7, the Upton Town Library will be open to the public during the following hours: Monday, 2-6; Tuesday, 2-8; Wednesday and Thursday, 10-8; Friday, 12-4; Saturday, 10-4; and closed on Sunday.

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New hours at the Richards Memorial Library in Paxton are: Closed Sunday and Monday; Tuesday & Thursday, 1-8; Wednesday & Friday, 9-12 and 1-5; Saturday, 10-4.

JOB OPENINGS

Director, Holyoke MA. Four full-time, seven part-time employees, many volunteers. Large stately downtown building. Salary: $28,000 - $34,000. MLS and 3 - 5 years experience required. Good communication and community relations skills, computer knowledge and exper-ience in grant writing important. Some familiarity with Spanish a plus. Starting March, 1997. Resume and application letter to T. Schwab, 80 Pleasant Street, Holyoke, MA 01040, or fax to 413-538-9994. For inquiry, call 413-536-3072.

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Reference Librarian - Bellingham Public Library. This is a new part-time Board of Library Trustee contractual position, under the general direction of the library director. The Reference Librarian will be responsible for all reference work including the answering of questions, preparing bibliographies, book selection, and bibliographic instruction utilizing both print and on-line sources.

Duties: Provides reference information and reader's advisory service to the public. Assists with the planning and implementation of an automated network. Participates in the development of the reference collection, and policies regarding use of the collection. Purchases appropriate material for the reference collection, staying within an allotted budget. Established and maintains contact with schools to determine homework assignments and student needs. Assists with training of other staff members in ready reference techniques. Works with circulation and children's services and assists in these departments when needed.

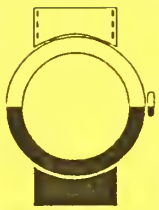
Qualifications: MLS from an accredited school, 2 years reference experience desirable, preferably in a public library.

Salary: $14.00 per hour, 19 hour week will include nights and weekends, no benefits.

Position to begin January 2, 1997. To apply send resume and cover letter to: Laura Einstadter, Director, Bellingham Public Library, 100 Blackstone Street, Bellingham, MA 02019.

The Reuben Hoar Library in Littleton is offering the 1995-96 Books in Print (9 volumes) author and title. If interested, call Betty at 486-4046.

COMING UP



Copyright for Librarians in the Digital Age, with Arlene Bielefield and Lawrence Cheeseman, on Thursday, October 17 at Eastern CT State University, Willimantic, CT. An ACRL/NE program. Registration: $10/ members, $15 non-members. Contact Sheila Lafferty, UConn/Waterbury, 203-596-4083; WBLADM03@uconnvm.uconn.edu.

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Customer Service - Borders Inc. Style, with advice from the General Manager of Borders in Chestnut Hill, at an EMRLS workshop 10 a.m. to 1 p.m., either on Friday, October 25, at Plymouth Public or Tuesday, October 29, at Newton Free Library. Although the EMRLS deadline for registration is October 15, if you are interested contact EMRLS at 1-800-287-4065 if you wish to be "wait-listed" for either session. If you are successfully registered, directions are available from the CMRLS Office.

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"The Library Team: Trustees-Librarians-Friends", joint MLTA/MFOL conference, on Saturday, November 2, 1996, at the Best Western Royal Plaza, Marlborough, MA. Includes "Everything You Need to Know about 501 c3", a technology presentation by Dr. Carolyn Markuson, Connie Clancy on public relations, "Still Clueless in the Stacks: The YA Live Show", and more. Registration: $40 / member; $50 / non-member. Register before 10/19 by mailing a check made out to MLTA/MFOL Joint Conference, 73 School Street, South Hadley, MA 01075 - 2868; after 10/19 by calling Connie Clancy at 413- 536-5251.

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Trustee Orientation: Wednesday, November 6, 1996 from 6:00 p.m. to 8:00 p.m. in the Saxe Room at the Worcester Public Library. Keith Michael Fiels, Director of the MA Board of Library Commissioners (MBLC), Anne Parent, Administrator of the Central MA Regional Library System, and additional staff from both agencies provide a brief orientation on these two state-funded sources of assistance and how they can help you. Question and answer period will follow the presentations. The Board of Directors of the Worcester Public Library will host a light supper. A separate flyer will be sent to trustees appointed since the last CMRLS orientation, and to Board chairs.

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Presenting **Children's Literature** with Caroline Feller Bauer, on November 20, Hillcrest Banquet, Waltham. Registration: $119. Register by phone (1-800-735-3503), fax (1-206-453-1134) or mail (Bureau of Education and Research, 915 118th Avenue SE, P.O. Box 96068, Bellevue, WA 98009-9668.

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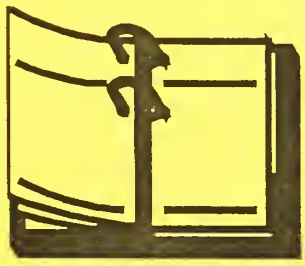
MA Library Association Legislative Events: January 29, 1997 (tentative), Ways and Means Day; April 9, 1997, Annual Library Legislative Day.

UPCOMING CRUMBS DEADLINES



October 23, November 6. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

October 28, 1996

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CRACKER CRUMBS *is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.*

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IN THE REGION

cmrls

SIX CMRLS LIBRARIES RECEIVE COUNTRY BANK GRANTS

Country Bank for Savings, based in Ware, MA, contributed $160,000 to libraries in central and western Massachusetts. At a luncheon held in early October at the Salem Cross Inn in West Brookfield, bank president John MacNeish awarded $10,000 to each of 16 libraries. Six are CMRLS member libraries. They are: Merriam Gilbert Library, W. Brookfield; Pollard Memorial Library, New Braintree; Merrick Public Library, Brookfield; Haston Free Library, N. Brookfield; Warren Public Library.

The gifts were made in appreciation for the service provided by the libraries to people in the bank's local area, and are part of an ongoing effort of Country Bank to invest in the towns that have contributed to the bank's growth. The use of the funds was unrestricted, but it was hoped that the contributions would be used for projects which might otherwise not have been undertaken.

According to Warren librarian Sylvia Buck, "The donation will probably go towards a needs assessment in the next year." "We're delighted to have the money and we're still considering how to use it," said Mary Hulser of W. Brookfield. In N. Brookfield, Ann Kidd plans "to use the money in a variety of ways. We'll use some for building repair, but we're excited because we'll also beef up our children's and adult's reference collection and start exploring CD-ROMs."

CMRLS IPC UPDATE

At a two-day September conference of all six of the state's Interim Planning Committees (IPCs), participants reviewed role definitions, guidelines for the new Regions, eligibility and service requirements for participation, and specifics of what each group must accomplish in the less than nine months between then and the time that the new Plans of Service and Program Budgets are due.

Two speakers from each of five service groups made presentations six times, once to each IPC, on the topics of delivery, interlibrary loan, reference services, supplemental resources/shared databases, regional bibliographic databases, and continuing education/consulting. Each discussed alternatives as they are conducted in various states with multitype library systems already in place.

CMRLS' IPC met at the conclusion of the conference, and ratified the naming of Jean Langley of the Northborough Public Library as Chair and Harvey Varnet of Assumption College as Vice Chair. The group charged Jean and Anne Parent with drafting a budget to discuss at its next meeting, and began preliminary discussions on the planning process, focus groups, needs assessment and public relations.

At two subsequent meetings at Assumption College, on October 2 and 22, Committee members discussed a proposal for facilitation by Rockie Blunt. Pending clarification of some details, it is likely that RBC (Rockie Blunt Communications, consisting of himself and partner Ellen Dorian) will co-facilitate a session on mission statement to be conducted on November 6. Focus groups of twelve or fewer participants by type of library will be formed, and will meet as soon as possible in November. These will also be facilitated by RBC, who will compile the results and present a subsequent report to the IPC. The reports will be used to design a needs assessment instrument, in cooperation with an individual or firm specializing in survey development and analysis.

CMRLS Administrative Assistant Maureen Boyda took minutes at the October 22 meeting, and will be employed to provide future IPC clerical support. C/W MARS has agreed to act as fiscal agent for the group. A Project Budget was also finalized, and will be submitted to the MBLC in time for the October 31, 1996 deadline.

READERS REDUX: SOME CRUMBS ON *Crumbs*

Only 22 *Crumbs* recipients answered the October 15 survey. Each issue has a run of 485 copies, of which about 460 copies are sent to member library staff, so the return was under 5 percent. This is considered a good return by companies that specialize in survey development, but it is probably the lowest return on any CMRLS survey to date.

The ranking of sections, with #1 being most useful, was 1) In the Region 2) Electronically Speaking 3) Regional News 4) State News and National News (tied) 5) Interpretations 6) Conference Reports 7) Children's Services Notes 8) Job Openings 9) Freebies and Coming Up (tied) 10) New in CMRLS Collection and AV Showcase (tied) and 11) New in WPL Collection. Not surprisingly, respondents appreciated most the kind of news they cannot get elsewhere. It was revealing, however, that "Freebies" ranked in the ninth spot. Perhaps their availability now on e-mail has diminished their usefulness in print.

Feature suggestions included: a calendar of notable events such as author's birthdays in the upcoming month; questions and answers on specific services or problems; mini-reports on individual libraries' use of equipment, vendors, etc; a historical perspective feature such as a library event from the past; recommended reading for librarians; and more humor (although the latter was acknowledged as "hard to come by.")

Comments on content and style were mostly positive, including such accolades as "attractive," "useful" "professional," "accessible," "very readable," and "much more lively and timely than the old *Cracker Barrel*." One respondent did comment that the value of each section varies too much from issue to issue to be rated overall. Finally, respondents indicated that they pass along their copies to 82 additional readers not on the distribution list.

These observations are appreciated by the *Crumbs* editorial staff who will strive to use them constructively. If you missed the survey, or even if you did respond, please feel free to send along additional comments at any time.

OCLC USERS COUNCIL MEETING

by *Anne Parent, Regional Administrator*

From October 6 through 8 I attended the first meeting in my newly elected role as one of two NELINET delegates to the OCLC Users Council. Another Central Regional librarian, Sue Baughman of Clark University, was the other delegate to the meeting, held at OCLC headquarters in Dublin, OH.

Twenty-two of the sixty delegates were new this year, and participated in an orientation and mentoring program. As my mentor, Jane Light, director of the Redwood City (public) Library in California, was a big help in introducing me to other delegates, and helping me become familiar with my roles, representing the multitype NELINET membership in particular, public librarians in general, regional systems through service on the Resource Sharing Interest Group, and (as she put it) my own individual mix of education, experience, and interest.

The first day consisted primarily of informative sessions about OCLC, including reports on the status of OCLC's activities in its priority areas of reference services and electronic publishing, enhancements to cataloging and resource sharing services, and international expansion.

On the second day, when delegates were divided into interest groups and type of library, discussions were lively. The Resource Sharing Group advised OCLC staff on its new project to provide "Direct ILL." The project will streamline and facilitate the library patrons' ability to complete and send their own ILL requests with little or no mediation from ILL staff. Requests that the library considers ineligible for Direct ILL will be placed in a Review File for human intervention. A ten-page document describing the project was distributed;

copies are available by calling the CMRLS Office.

The fourteen public librarians (obviously a minority group among the delegates) who participated in the corresponding "small group by type" meeting noted that individual libraries are often part of consortia, and urged OCLC to consider this fact in planning for seamless access to distributed resources. The group reviewed the databases included in FirstSearch, and advised OCLC staff on considering additional databases sought by the general public. OCLC's recent addition of the *New York Times, World Book Encyclopedia*, and the *World Almanac* to its FirstSearch offerings was applauded.

Other reports yielded recommendations for OCLC to get out of the computer equipment business, and to shorten the time it takes to bring a product to market. Delegates expressed support for the Electronic Collections Online (ECO) and the archiving projects which OCLC is undertaking. OCLC was encouraged to continue to work on integrated solutions for cataloging, and to expand its partnership with the Library of Congress to provide Web-accessible tools in pursuit of the dream of a cataloger's workstation.

The three days passed quickly, and I was soon on my way with folders full of notes. I look forward to the January meeting, for which plans are already underway, on the topic of "Model Partnerships: Library Vendors and Information Distributors."

BOARD - EMPLOYEE COMMUNICATION -- THE RIGHT WAY

Have staff members at your library ever contacted trustees to provide input directly, bypassing the library director? A sample letter to new employees discouraging the practice appeared in a recent *Library Administrator's Digest.* The letter was written by the Board President to offer a welcome, and to encourage the staff member to express suggestions for improvements or technical advice to the director, who "will in turn bring it to the board if necessary."

The letter is reviewed with new staff members during evaluation, a workable solution to an age-old tricky situation. The practice helps to avoid trustees acting as individuals and becoming involved in day-to-day operations, as well as discouraging staff members' circumvention of the logical chain of command. For a sample copy, call the CMRLS Office.

CENTRAL REGIONAL LIBRARY COMMISSIONERS

At the first meeting after his election as chair of the MA Board of Library Commissioners, Commissioner Walter Cameron of Palmer commented that many people do not realize how much work is accomplished by this group, using as an example the many hours the Commissioners spend on such projects as reviewing grant applications. He noted that during his tenure he hoped to promote greater awareness of the Board and its endeavors on behalf of Massachusetts libraries.

In keeping with that theme, this and the next two issues of *Cracker Crumbs* will salute the three members of the Board of Commissioners who hail from Central Massachusetts: Michael Keating, John Arnold, and Edward Bertorelli. appointed in 1993, 1994, and 1995 respectively.

A staunch advocate of restoring branches and book funds to the Worcester Public Library in the early nineties, Worcester native Mike Keating was the first person ever to serve three terms as that Board's president; a position he relinquished to began as a Commissioner in the spring of 1993. In addition to heading Keating Enterprises, his own landscape, construction and maintenance firm, Mike has taught evening courses in horticulture and similar subjects at Northeastern University, Massachusetts Bay C.C., and Becker Junior College.

A person of varied interests, Commissioner Keating also enjoys music and drama. He produces spring musicals each year at the St. Peter-Marian High School, hosts a weekly talk radio show on gardening; and is the recipient of several awards both in landscape design and for community participation.

While he admits that he first registered for a Worcester Public Library card when he was elected to its Board of Directors in 1985, (and says he was such a "hell raiser" he got thrown out of the library as a teenager) his work on behalf of libraries, especially his targeted advocacy with federal, state, and local officials have been tireless ever since. He led the fight to re-open a branch library after devastating budget cuts, and he instituted the "Book Alert" fund to restore the book budget.

Married for twenty-five years with three childen, Mike says that his efforts for libraries would not be possible without the support of his wife. Currently, Mike is secretary of the Commissioners' Executive Committee, and acts as liaison to its Public Library Construction Program.

Next month's spotlight will feature Commissioner John Arnold of Westboro.

ELECTRONICALLY SPEAKING

Sites to See

Bits and Pieces is a kids' 'zine that accepts stories, poems and pictures from young people. Their Halloween issue is available now. Library kids can submit their works by e-mailing them to rhyzome@zoom.com, but adults should query first. Visit the 'zine at http://www.ryzome.com/bits.htm

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Berit's Best Sites for Children offers links to a whole page of interactive, fun Halloween-related sites. Visit Berit at: http://www.cochran.com/theosite/Ksites_part1.html#boo.

☆☆☆

And get ready for **Christmas Around the World**, with information on celebrations world-over. Kids can also learn to say "Merry Christmas" in over 33 languages. Includes info about Hanukkah, Kwanzaa, Ta Chiu, and Yule as well.

http://christmas.com/christmas.html

'TIS THE SEASON FOR HOLIDAY BOOKS

ILL and deposit users are reminded that all holiday and seasonal books are either on the Bookmobile or in circulating deposit collections. They are therefore unavailable through deposit or ILL requests.

MORE MULTIMEDIA DEPOSITS

Additional multimedia CD-ROM deposits are now available for loan from the CMRLS. Contact Maureen Boyda in the Regional Office in order to request one.

JOB OPENINGS

Children's Librarian, Conant Public Library, Sterling, part-time 28 hrs./ week. Duties include: collection development, liaison with schools, programming, publicity, participation in regional meetings and seminars. Requirements: Bachelor's degree with experience in education and /or children's literature, familiarity with libraries; familiarity with computer hardware and software. Salary: starts at $9.89/hour. Apply by November 12. Applications available at the library or call Mrs. Morrison, Library Director, at 422-6409 for more information.

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Reference Information Systems Specialist at the MBLC. Implements statewide access to electronic information through MLIN. Includes contract negotiation for licensed commercial databases and coordinating the development of statewide reference and other cooperative and resource sharing services. Qualifications: at least 4 years' full time or equivalent part-time professional experience in libraries, including providing reference services or equivalent combination of education and experience. Preference will be giving to candidates with a master's degree in library science from and ALA accredited program, five years of professional experience including using electronic resources to provide reference service, and professional experience in more than one type of library. Current Salary: $33, 936 - $44,499 depending on qualifications. Closing date: Friday, November 15. Send letter of applications, resume and names of three professional references to: Barbara Glazerman, Head of Operations and Budget, MA Board of Library Commissioners, 648 Beacon Street, Boston, MA 02215.

DIRECTORY UPDATE

Fitchburg Public Library is increasing hours as of November 1, 1996. The Wallace Library will be open: Monday - Thursday 9-8:30; Friday & Saturday 9-5; and Sunday 1-5. The Youth Library will be open: Monday 2-8:30; Tuesday-Saturday 9-5; and Sunday 1-5.

COMING UP

Kids and the Internet (CMRLS/CSDG) includes two sessions, both from 10 - 12 at the Worcester Public Library. Participants may register for the November session only, but must attend the November session if they plan to attend the December session. The programs are not "hands-on" workshops. Future Techno Talk Lab sessions will offer an opportunity to explore techniques and sites online (please note: the lab is now expected to be completed in January). Participants must agree to a half-hour of independent Web exploration before the December 9 session in order to participate. Monday, November 18, Kids and the Internet: the Issues; Monday, December 9, Teaching Kids and Families the Internet. Contact Maureen Boyda, Regional Office, to register.

FREEBIES

British authors before 1800, Kunitz & Haycraft

Twentieth Century authors, Kunitz & Haycraft (plus first supplement)

1995 Broadcasting & Cable Yearbook (2 vols.)

American Authors 1600-1900, Kunitz & Haycraft

1982 Hammond World Atlas

(2) Printer ribbons for Epson FX80 or MX80

Call Maureen or Claudia in the Regional Office if interested in any of the above.

UPCOMING CRUMBS DEADLINES

November 6, 20, December 4. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

So. p. 2 RF.

NEWS LETTER

CRACKER CRUMBS

November 25, 1996

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CRACKER CRUMBS is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION

cmrls

Welcome to **Michelle Garneau**, Librarian at the Hart Free Library, Townsend. Michelle received her MLS at URI, and has experience in a variety of library settings, most recently as a school librarian in Tennessee.

☆☆☆

Welcome also to **Jayne Fox**, C/W MARS' new Internet Librarian. Jayne received her MLS degree from Southern CT State, specializing in Internet Resource compilation and computer applications. She's worked as a reference librarian at BU, Mount Wachusett Community College and Becker College. She also works part time as a Reference Librarian at Holy Cross College. Jayne's C/W MARS hours are Monday and Thursday, 9:00 a.m. - 3:00 p.m. and Tues., 9:00 - 12:30 p.m.

SEX AT THE LIBRARY: FILM AT ELEVEN

The headline above is the actual title of an article by Karen Hyman in the latest *Library Journal* (11/1/96, p.35-36.) Some member librarians will remember Karen's dry wit and wonderful sense of irony from her talk at the "Making the Most of Your Multitype" meeting in Palmer last May, or even from a similar talk she gave at NELA a few years ago.

The article tells how Karen, as Executive Director of the South Jersey Regional Library Cooperative and recent presenter of a trustee workshop on Internet Policy and Intellectual Freedom, is called to appear before a news team at a local library to discuss parents' and children's issues in use of the Internet. She becomes completely unglued on arrival when the anchorwoman who has set up at the library asks a fifteen-year old boy if he can "find us a picture of a naked lady," on the Internet, and he readily complies.

What follows is priceless. Karen relates a rapid-shot first-person account of survival that delivers a powerful punch to any of us who might tremble at the thought of being in a similar situation. The article features an inset at its conclusion, with "Hyman's Seven Rules for TV Interviews About Sex on the Net," that ends with the reminder, "Nobody made us take these jobs."

PUBLIC LIBRARIES IN THE DIGITAL AGE: NATIONAL REPORT

"Libraries have their work cut out for them if they do not want to reside on the margins of the revolutionary new digital

information marketplace", according to "Buildings, Books and Bytes", a public opinion report released this month by the Benton Foundation. The research surveyed the opinions of library leaders and library public. It became clear that although the public loves libraries, it does not see them residing at the center of the electronic revolution. In fact, public opinion identified 5 key roles for public libraries. They are:

- providing reading hours and programs for children.
- purchasing new printed materials.
- maintaining and building library buildings.
- providing computers and online services to adults and children who lack them.
- providing a place where librarians help people find information through computers and online services.

Those between 18 and 24 were least enthusiastic about the role of libraries in a digital future; they voted to spend their money on personal computers rather than contribute to the library in tax dollars. A focus group convened to test survey findings confirmed that the public placed libraries "firmly in the past", functioning as an information archive. The group acknowledged that librarians could perform a useful role as information navigators, but offered the notion that trained library professionals could be replaced with volunteers.

"Libraries are . . . at a crossroads," states the report, "for they must adjust their traditional values and services to the digital age. But there is good reason for optimism as libraries and their communities take up this challenge...libraries and their leaders now must chart a role for themselves, giving meaning and message to their future institutions and their central role in community life."

Inquiries about the report can be addressed to the Benton Foundation at 1634 Eye Street, NW, 12th Floor, Washington, D.C. 20006, or email *benton@benton.org*

by Anne Parent, Regional Administrator

Q. I am job hunting, and I hate to bother the people who have agreed to be my references to have to write multiple recommendations. Would it be appropriate for me to ask them for open letters addressed "To Whom It May Concern" that I can copy and send whenever a reference letter is needed?

A. Throughout my career I have reviewed literally thousands of resumes and hundreds of letters of recommendation. In my opinion, open letters of recommendation are worthless. It is obvious that they lack confidentiality by nature, and cannot be specific to the position sought. I advise job hunters against using them under any circumstance.

Whenever I can speak with potential employers, I suggest that they wait to ask for references until they have settled on a "short list" of those to interview. If they wish to know who the references are earlier, I suggest that they request *names* of references in the advertisement, and that they follow up when making the contact for the interview, by asking the interviewee's permission to contact the people who were listed (or ask for references if none have been requested to date.). At this point current addresses and/or telephone numbers can be verified, and the interviewee knows to contact the reference to let them know they can expect a request. Letters can be useful if a large group must review them, but a telephone interview of references usually provides more comparable and specific results. Each reference should be asked the same questions. Call the CMRLS Office if you wish to see sample questions that may be asked of references.

If letters are used, they should be addressed and sent directly to a specific requestor, to encourage confidentiality. To potential employers who receive open letters of recommendation, I advise following up with a telephone call with questions specific to the position advertised.

CENTRAL REGIONAL LIBRARY COMMISSIONERS

Q. What do Boston, pink granite, and Edward Bertorelli have in common?

A. Milford native Ed Bertorelli was appointed last year to the Mass. Board of Library Commissioners, located in Boston. Pink granite is the stone quarried in Milford that was used to build the Boston Public Library. This latter tidbit was revealed a few years ago in a Boston Sunday Globe article entitled, "Granite Industry Rediscovered in Photos," based on the work of author and researcher, Edward L. Bertorelli.

Ed's advocacy for education and libraries has long been evident. After receiving a Bachelor's degree in Education from Assumption College, Ed commenced graduate studies that took him to the University of Minnesota, to Columbia University, and eventually back to Massachusetts, to Framingham State College.

A trustee of the Milford Town Library from 1988 until the time of his MBLC appointment, Commissioner Bertorelli is also a teacher in the Special Education Department of Milford Public Schools. He served as Vice-Chair of the Building Committees of that town's Stacy Middle School as well as its Memorial Elementary School. A member of the Executive Committee of the Republican State Committee, Ed was also the author of the party's education plank.

Ed Bertorelli actively participates in the Italian American Historical Society and is currently working on an oral history project documenting the immigrant experience in Milford and its vicinity. As Library Commissioner, Ed is particularly interested in working with the Massachusetts Library Association on advocacy issues and has been appointed to a new committee on communication and publicity that was recently established by the Commissioners' Chair, Walter Cameron.

Commissioner Bertorelli recently listed his goals. They are (1) implementing the Strategic Plan and passing the enabing legislation, (2) creating a permanent library construction fund and (3) increasing the level of state aid to libraries -- both LIG/MEG grants and non-resident user reimbursements.

It should also be noted that a copy of this article was sent (with only slight trepidation) to Commissioner Bertorelli before it appeared in publication; for Ed also works as a free-lance copy editor and proofreader whenever the occasion arises.

ELECTRONICALLY SPEAKING

FirstSearch Enhancements Announced

Full text is now easier to find on FirstSearch, according to the September 1996 NELINET *Liaison*. The brief record lists in both interfaces now indicates if full text is available online in five periodical indexes: ABI/INFORM, Business Dateline, the EBSCO MasterFILE, Periodical Abstracts, and the *New York Times*.

FirstSearch is available to CMRLS member libraries through their Internet connections. Contact Roger Debenham for more information.

☆☆☆

Sites to See: To Your Good Health

The **American Heart Association** (http://www.amhrt.org/hhf/index.html) offers exercise, cooking, health information, and access to other related sites.

The **U.S. Department of Health and Human Services** maintains loads of links to consumer health information at: *http://odphp2.osophs.dhhs.gov/consumer.htm*

Health World Online (*http:// www.healthy.net/*) is a nutrition center, library, marketplace, and a home health center. Features online version of *Medical Self Help*.

The Merck Manual of Diagnosis and Therapy is free, though users must register. (*http://www.merck.com/!!rsQAt1i1_rsQAu075Z/pubs/mmanual/*)

CHILDREN'S SERVICES NOTES

Roads to Learning: Public Libraries' Learning Disabilities Initiative

50% of Americans polled would turn to their public libraries for information about learning disabilities, according to a 1995 Roper-Starch survey. Approximately 15% of the population of the United States have learning disabilities. How many individuals may have special learning needs in your community? How many of them, their parents, tutors or friends may turn to your library for help?

"Roads to Learning" is the Public Libraries' Learning Disabilities Initiative, administered by the American Library Association. It encourages linkages among libraries, community organizations, and providers to improve service to learning disabled people and their support networks. The project is building a database of libraries that provide or are interested in providing services to help in their communities. Included will be information about collections and programs in libraries throughout the country, so that good practice can be shared and people can be put in touch with one another.

For more information, request a copy of the "Roads to Learning" packet from the Regional Office.

An Internet listserv, PLLD-L, has been established to encourage discussion and exchange. To subscribe, send an email message to listproc@ala.org. Leave the subject line blank. In the message space, write subscribe PLLD-L Firstname Lastname. You will receive an acknowledgment.

☆☆☆

'Zines for the Way Cool Set

According to a survey in *School Library Journal*, November 1996, *Seventeen* tops the list of favorite magazines as chosen by young adults in ten states. Also among the top five were *YM*, *Sports Illustrated*, *Teen*, and *People*. Losers: *Time*, *Sassy*, *Teen*, *Seventeen* and *YM*. What teens look for? "Cover, cover, cover!" Since some titles on the list show up as both winners and losers, there's a clear message: teens are not a homogenous group.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

The AV Center has added the *Rub a Dub Dub* series to the 16mm film collection. Young children will be fascinated by the lively films in which a winsome cast of animal characters romp through favorite nursery rhymes. Each title is 4 - 6 minutes. They are: *Christmas Comes* (MP02668), *Here We Go Around the Mulberry Bush* (MP02633), *It's Raining, It's Pouring* (MP02634) and *Old King Cole* (MP02638).

These four *Rub a Dub* titles, as well as the following, are part of the donation package from the Western MA Regional Library System, in exchange for the (limited) service provided to their member libraries.

How the Mole Got His Trousers (MP02624), 14 min. With help from his neighbors, mole sets out to make a pair of trousers with pockets.

Fish is Fish (MP02667), 5 min. An animated adaptation of the book by Leo Lionni.

Babar and Father Christmas (MP02666), 24 min. King Babar leaves the country to search for Father Christmas.

Curious George Goes Christmas Shopping (MP02669), 5 min. Curious George gets into some mischief at a department store but makes amends by helping the clerks wrap packages.

NEW IN THE REGIONAL COLLECTION

Children's Catalog, 17th Edition, 1996. Comprehensive bibliography for library collection development. RCO j028.5 W748c 1996.

DIRECTORY UPDATE

The Phinehas S. Newton Library in Royalston announced new hours. Effective December 2, hours will be Monday and Thursday, 1 - 5, 6:30 - 8:30; closed Tuesday; and Saturday 9 - noon.

JOB OPENINGS

Electronic Information Specialist (Graduate Librarian 2), Reference and Readers Services, Worcester Public Library. Salary: $30,284 - $38,904 annually. Develops and coordinates electronic information services for the library system. Makes recommendations for electronic resources. Develops and implements training programs. Diagnoses hardware/software problems. Staffs public service desks, provides reference assistance and reader's advisory services. Assists library users in selection, organization and location of library materials. Instructs library users in use of reference tools, computers, microform readers, etc. Conducts bibliographic searches/ inquiries. Keeps informed of professional and community developments affecting library technology, resources and services. Performs other tasks, as assigned, consistent with the functions of the work unit and level of responsibility. Minimum requirements: M.L.S. and substantial course work in electronic information services. Includes some evening and weekend assignments. Submit application and resume to Personnel Office, 3 Salem Sq., Worcester, MA 01608, (508)799-1642, by 5 p.m., Friday, November 29.

☆☆☆

Part-time Reference Librarian, Bellingham Public Library. Duties: provides reference/information and reader's advisory service to the public. Participates in the development of the reference collection, and policies regarding use of the collection. Purchases appropriate material for the reference collection. Assists with training of other staff members in ready reference techniques. Works with circulation and children's services and assists in these departments where needed. Qualifications: MLS from an accredited school, 2 years reference experience desirable, preferably in a public library. Salary: $14.00 per hour, 19 hour week will include nights and weekends, no benefits. Position to begin January 2, 1997. To apply send resume and cover letter to: Laura Einstadter, Director, Bellingham Public Library, 100 Blackstone Street, Bellingham, MA 02019.

☆☆☆

Library Director - Boylston Public Library for town of 3,700 requires 3-5 years library experience, including some administrative experience and knowledge of automation. 35 hours per week; salary starts at $23,500. M.L.S. preferred, but will consider B.A. or B.S. Position open mid-January. Send cover letter and resume to Dan Shanahan, Chair, Board of Trustees, Boylston Public Library, 695 Main Street, Boylston, MA 01505. Closing date December 10, 1996.

FREEBIE

A Northboro resident is giving away a microfiche reader (not printer). It is made by Information Technology Inc.
Contact Northboro Library if interested.

COMING UP

The Art of Constructive Confrontation, presented by the MLA Personnel Issues Committee. Wednesday, December 4, 10 - 12, at the Boston Public Library. $20 members/$30 non-members. Register by November 27 with Mary Chute, Lynnfield Public Library, 18 Summer Street, Lynnfield, MA.

UPCOMING CRUMBS DEADLINES

December 4, 18, January 2. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

November 12, 1996

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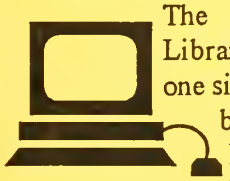
IN THE REGION

cmrls

Welcome to **Sue Hoadley**, the new director at the Lancaster Town Library. Sue will start on November 12, 1996. She has an MLS plus a background in architecture, and formerly worked in a private law firm library.

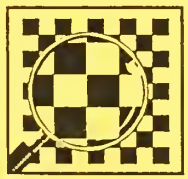
WORCESTER OFFICIAL SITE FOR Comm-PASS



The Worcester Public Library is one of thirty-one sites statewide where businesses without Internet access can log on and find out how to bid on state contracts by using Comm-PASS, or the Commonwealth Procurement Access and Solicitation System. Charles D. Baker, State Secretary of Administration and Finance, opened the Worcester site at a press conference in late October. Businesses will have the opportunity to bid on state contracts for temporary clerical help, hospital supplies and equipment, heating oil, diesel fuel and gasoline, office furniture and equipment as well as many other items. The state expects to have a vendor registration system online by the end of the year, according to an article in the **Worcester Telegram and Gazette**. Millers River Community Development Center in Athol is another official public access site in the region. Comm-PASS is located at http://www.magnet.state.ma.us /Comm-Pass/.

TALKING BOOKS RECEIVES GRANT

The Talking Book Library (TBL) is the recipient of a $2,400 grant from the Memorial Foundation for the Blind. The grant will fund two training sessions and two video productions, according to Jim Izatt, Head of the TBL. The spring sessions, presented by Brian Charlson of the Carroll Center for the Blind in Newton, will focus on telecommunications and Windows access using JAWS for Windows. The videos will present LP-DOS screen magnification software and the Vocal-Eyes speech synthesizer. Both will be available for loan to individuals, organizations and libraries through the Fitchburg AV Center.



IN MEMORIAM

The library community lost a leader upon the death of **Roland R. Piggford**, director of the MBLC from 1981 - 1991.

FIRSTSEARCH REVIEW

by Roger Debenham, Regional Consultant

This week marks the second anniversary of CMRLS' expanded use of OCLC's FirstSearch databases. In a November, 1994 announcement, Anne Parent informed member library directors that the Region's bank of 5,600 prepaid searches would be made available for use by library staff. Usage averaged 50 searches per week until NELINET'S Mary Ellen Heinen presented her first training sessions at C/W MARS in December, 1994. After she demonstrated how easy it is to search the wide variety of reference databases included in the FirstSearch service, consumption nearly doubled to 95 per week.

Demand rose to 140 per week during a five month period following a series of FirstSearch training sessions conducted by myself at C/W MARS in early September, 1995. Mary Ellen Heinen and I offered additional training sessions during the Spring of 1996. Current use of the databases is over 150 searches per week. The overall two-year average is about 110 searches per week.

An additional 16,000 searches (at $.55 each) have been purchased during the past two years. Because of the value of these prepaid searches, CMRLS decided to change the FirstSearch password on a quarterly basis following unauthorized use of the original password during the Spring of 1996. A brief survey was included with this October's password change notification.

Of the 33 libraries that returned surveys, 22 reported some use of FirstSearch. Two libraries access FirstSearch through an Internet Service Provider other than C/W MARS. Responding libraries reported use ranging from one to 50 searches a month, with an average of just over 13 per month. Total reported use is about one half of actual searches. Business databases, WorldCat, BIP, Medline and the ProCD phone directories were the databases noted most often by respondents. One librarian stated, "Almost every topic area has been used at one time or another. I couldn't do my job without FirstSearch!"

FirstSearch is a rich resource for librarians. It currently offers 58 databases, including full text of the most recent 90 days of the **New York Times**. Every library received instructions on how to access FirstSearch via the Internet gateway in C/W MARS. Graphical access to FirstSearch is also available on the World Wide Web at the following Internet address:

http://www.ref.oclc.org:2000

It is clear that continuing training opportunities are necessary to encourage more widespread use of FirstSearch, and they will definitely be scheduled in the Training Center under development in Worcester Public Library. In the meantime, call me if you need assistance accessing FirstSearch. Mary Ellen Heinen (1-800-NELINET) is also available to answer questions about using the FirstSearch databases.

CMRLS is currently considering a more flexible method of offering FirstSearch to member libraries. Under a proposed new plan, each library using FirstSearch would be given their own account. Blocks of searches would still be purchased by the Region, but member libraries would have control of their own passwords, and be able to receive statistics of usage specific to their libraries. Watch for future FirstSearch announcements.

INTERPRETATIONS

To Screen or Not to Screen?

by Carolyn Noah, Regional Consultant

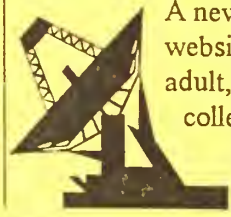
What do NetNanny, CyberPatrol, and Yahooligans have in common? They are designed to protect young Internet users from viewing sites that may be considered inappropriate. Though NetNanny and CyberPatrol are software packages and Yahooligans is an index site with a search engine, each prevents users from encountering either censored words or individual sites.

On the face of it, screening doesn't sound like a bad idea. After all, unlike other library materials which we select based on reviews and careful evaluation, librarians have no control over the Internet sites customers view at our libraries. But in protecting young people from some sites, we make valuable information inaccessible. For example, a screened search on the term *sex* reveals that the word is blocked, but so is *Anne Sexton* and *sextant*. *Gay* is blocked, but the young researcher can't find information on the *Enola Gay*, either. A ten-year-old researcher will fail to find valuable information if accessing the Internet with filtered access.

The next generation of screening software may be so easily customized that each parent and child can select from a menu and determine together what's inappropriate for that viewer. Until then, the best approach is the one that's always worked. Parental input is the answer. (For a helpful online resource, visit "Child Safety on the Information Highway" at *http://www.4j.lane.edu/ Internet Resources/Safety/Safety.html* or request information from the Regional office.) As with other library materials, thoughtful parental guidance will enable children to find what they need and avoid what they shouldn't see.

ELECTRONICALLY SPEAKING

Collection Development on the CMRLS Website



A new page on the CMRLS website provides links to adult, juvenile and medi collection development resources available on the Internet. The

netography was developed in conjunction with the recently concluded Basic Library Training course on collection development, but will be useful for any staff looking for reviews, award-winning materials, and best seller lists. Visit the page at: *http://world.std.com/~cmrls/coldev.html.*

☆☆☆

Computer Magazines

by Roger Debenham, Regional Consultant

At the recent Library Manager's meeting, several participants thought it would be useful to have a list of recommended computer magazines published in *Crumbs*. The beginning of that list appears below; future issues of *Cracker Crumbs* will describe more computer magazines worthy of a place in your library collection. Unfortunately, the latest edition of Bill Katz's authoritative **Magazines for Libraries** is not current enough to cover new developments in the fast-paced computer publishing industry.

If you do not already subscribe to a magazine you are considering, there are several ways to get previews. Order a trial copy. Browse the magazine racks in another library or large bookstore. Select the Browse function in CARL's UnCover which is available free through C/W MARS. After entering the title of a magazine to "browse", type "E" to "Examine" recent issues. This allows you to check the table of contents of any magazine in UnCover on an issue by issue basis. Or, check out the online publisher websites included in the following magazine descriptions. Soon we won't even need the print versions of many magazines.

The following four magazines provide wide angle views of the IBM-compatible computer market place. They also consistently cover the Internet, and often focus on Internet issues. A large percentage of each is devoted to advertising.

PC Computing (ISSN 0899-1847) *(www.pccomputing.com)*; 300+ pages; monthly; $24.97/yr.; Ziff-Davis Pub. Co.; scope similar to the following two entries, but feature articles considerably shorter and more accessible; a good choice for readers getting beyond the novice stage. Includes a monthly review of consumer oriented CD-ROMs by Ron White.

☆☆☆

PC Magazine (ISSN 0888-8507) *(www.pcmag.com)*; approx. 500 pages; 22 issues per year; $49.97/yr.; Ziff-Davis Pub. Co.; noted for extensive feature articles with detailed background analysis and product reviews, e.g. the annual printer issue in November and the Top 100 CD-ROM list; other highlights include provocative columnists, new product reports and technical solutions for hardware and software. This is a comprehensive, authoritative resource for knowledgeable users of IBM-compatible computers.

☆☆☆

PC World (ISSN 0737-8939) *(http://www.pcworld.com)*; 300+ pages; monthly; $24.95/yr.; PC World Communications; similar in scope to **PC Magazine**, but feature articles somewhat shorter; good selection of "tips" articles.

☆☆☆

Windows Magazine (ISSN 1060-1066) *(www.winmag.com)*; approx. 300 pages; monthly (plus 2 bonus issues); $24.94/yr; CMP Media Inc.; independent, comprehensive resource of issues, trends, tips, how-tos, hardware and software product news and reviews related to Microsoft Windows and products designed for Windows.

C/W MARS ANNOUNCES NEW E-MAIL ADDRESSES

Because C/W MARS is switching Internet Service Providers sometime during the week of November 11, library staff e-mail addresses will feature a new domain name. The new domain name is cwmars.org; new e-mail addresses are fashioned this way:

jdoe@cwmarsmail.cwmars.org

Lower case for names is preferred.

In the future, a new mail program called Pegasus will be implemented as well. The new mail reader will be tied to the conversion to TCP/IP, however, and will not be put in place until sufficient training can be done by C/W MARS staff. Implementation will be staggered according to the loop on which each library will be brought up. According to Joan Kuklinski, Director of C/W MARS, "Our concern is that there will be too much change for the libraries. We need to be careful that training can be done before we change mail systems." The e-mail address structure, as outlined above, will stay the same in Pegasus.

Customer Service

by Janice Charbonneau, Regional Consultant

(Editor's Note: this new column is offered by CMRLS consultants to share information responding to member librarian's interests or queries. It was suggested by a respondent to the recent *Crumbs* survey. Submit questions to Editor, *Cracker Crumbs*.)

Q. How can I encourage my staff to provide better customer service?

A. Customers are our greatest asset. Treating every person who comes to the library as a valued customer is the most important message that can be conveyed to staff. The interaction begins by greeting each user with a smile and open body language. Staff should be approachable, sincere and interested. Be aware of people in the service area. Look up frequently from work, acknowledge cus-

tomers waiting in line to let them know help will be available as soon as possible, and approach customers to ask, "How may I help you?" Always respond positively. If staff is unable to answer a question or the library doesn't own the needed material, remember the Regional supplementary services. Call the Telephone Information Service (TIS) or ask for an Interlibrary Loan (ILL). Remember that 98% of the people who use the library are good customers. Review policies and guidelines to make sure they are necessary and not written to punish the few challenging users. The goal of any policy is to encourage maximum use of your services in a positive, consistent way. For samples of other libraries' policies, call the Regional Office.

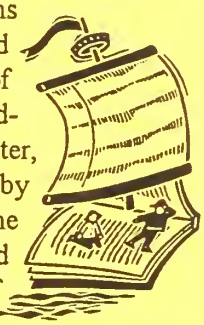
BETTER THAN WARM MILK

According to an article in the **Library PR News**, January/February 1996, these are the ten most boring books ever written, as judged by readers of the **Columbia Press Bulletin**:

1. **Pilgrim's Progress** by John Bunyan
2. **Moby Dick** by Herman Melville
3. **Paradise Lost** by John Milton
4. **Faerie Queene** by Edmund Spencer
5. **Life of Samuel Johnson** by James Boswell
6. **Pamela** by Samuel Richardson
7. **Silas Marner** by George Eliot
8. **Ivanhoe** by Sir Walter Scott
9. **Don Quixote** by Miguel de Cervantes
10. **Faust** by Johann Wolfgang von Goethe

CHILDREN'S SERVICES NOTES

***Celebrations!* Inaugurated**



Member librarians should have received their first editions of the 1997 summer reading program newsletter, *Celebrations!* Edited by Janet Eckert of the WMRLS, the masthead includes a sample of the program artwork by graphic artist Laura DeSantis. The full artwork, featuring a dinosaur with party hat, a smiling sphinx, musical icons, and cupcakes with candles, will be delivered in late November. If you did not receive the newsletter, contact Maureen Boyda in the Regional office.

Attached to the newsletter was the summer reading program materials order form. Your attention to the order form is necessary so that we can purchase materials accurately. We order only as many items as member librarians tell us are needed. Please return the request by December 6.

☆☆☆

Summer Reading Program Workshop Rescheduled

The March CSDG Summer Reading Program Workshop has been rescheduled. Its new date is Monday, March 3 (snow date, March 10) at the Auburn Public Library. Debby Cuthbert will be the featured speaker. Her programs, showcasing stories, crafts, and activities related to past summer reading programs have drawn rave reviews from Western Region staff. Please mark your calendars.

ABRIDGED BOOK GIVE-AWAY

When the Fitchburg AV Center weeded its collection, forty-two libraries submitted requests for the recycled abridged books on audiocassette. Due to high demand, the lottery system was used to select fourteen recipients. The winning libraries are: Sterling, Southborough, Douglas, Shirley, W. Brookfield, Athol, Paxton, Ayer, Leominster, Groton, Millbury, Westborough, Whitinsville, and Hopkinton.

☆☆☆

Coming up: an announcement of filmstrip and video give-aways.

CENTRAL REGIONAL LIBRARY COMMISSIONERS

Spotlight on Commissioner John E. Arnold

(This is part two of a three-part series in Cracker Crumbs, featuring those members of the MA Board of Library Commissioners who hail from Central Massachusetts: Michael J. Keating, John E. Arnold, and Edward L. Bertorelli, in order of their appointments to the Board in 1993, 1994, and 1995, respectively.)

Although not a Westborough native per se, Commissioner John Arnold describes himself as having lived there "practically forever." After becoming the youngest elected official in the town's history when first elected at the age of 19, John served on his local public library's board of trustees from 1977 through 1992, was a delegate to the 1991 White House Conference on Library and Information Services, and spent two years on the State Advisory Council on Libraries, before his appointment as Library Commissioner in the spring of 1994.

With degrees in computer science from both Brown University and Worcester Polytechnic Institute, John is currently a principal software engineer at Banyan Systems, Inc., where he works on an electronic mail software product called "BeyondMail." Previously, much of John's seventeen-year career as software engineer and applications developer was spent with Digital Equipment Corporation, including a number of years developing artificial intelligence technology and training.

Most recently, Commissioner Arnold has participated actively in the ambitious project of trustee visits that was initiated by the Board last year. He visited several CMRLS libraries and met with their boards along the way. John is also an active proponent of the MA Library and Information Network (MLIN), and its evolution from a gopher service to its current Web site.

In light of the technological initiatives in the statewide Strategic Plan it is indeed timely that the Board should include a person with John's specialized education and expertise. Unfortunately John's term has expired, no word has yet been forthcoming on the Governor's plans for reappointment or replacement. *Cracker Crumbs* will keep you posted!

Next issue's spotlight will feature Edward Bertorelli of Milford.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

The AV Center has received the following videos on home remodeling. Each features an expert craftsman to guide the viewer step-by-step through each project.

Basic Stair building (VH04503)
Framing Floors and Stairs (VH04486)
Framing Roofs (VH04487)
Framing Walls (VH04488)
Making Kitchen Cabinets (VH04484)
Installing Kitchen Cabinets and Countertops (VH04504)
Installing Doors and Windows (VH04057)
Installing Trim (VH04485)
Laying Hardwood Floors (VH04507)
Sanding and Finishing Hardwood Floors (VH04506)
Building Decks (VH04385)
Tiling Countertops (VH04383)
Tiling Floors (VH04384)
Tiling Walls (VH04505)

NEW IN THE WORCESTER COLLECTION

by Joy Hennig, Reference Librarian

The Dictionary of Art (Ref 703 0554), a 34-volume set produced by the publishers of the **Grove Dictionary of Music**, is simply staggering in scope. Artistic forms, styles, themes, educational institutions and media from virtually all cultures and eras are covered. The section on Africa, for example, is a book in itself encompassing over 200 pages and spanning aesthetics, imagery, contexts of production, materials and regional variations. In the process, just about every imaginable form of artistic expression is treated, including dress, regalia, weaponry, body art and furniture. (Check out the table of contents at the beginning of the article for a full range of topics). As if that is not comprehensive enough, the **Dictionary** also contains articles on the art of individual African nations. Illustrations are attractive and plentiful, but because they are small in scale and black-and-white, many users will continue to use other more lavishly illustrated reference works. At least one bibliography per article is included, and the whole set concludes with a one-set volume 1,075 page index.

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How Products are Made: An Illustrated Guide to Product Manufacturing (Ref Q670.48476) is a welcome addition to the WPL collection. Products included range from bar code scanners and bulletproof vests to satellite dishes. History, design, raw materials, manufacturing processes, quality control, by-products of manufacture and the future of the products are all discussed in clear, accessible language enhanced by graphs, flow charts and photographs. Manufacturing processes are broken down into easy step-by-step sequences. That for salsa, for instance, covers selecting the produce, preparing the produce, cooking the salsa, vacuum sealing the salsa and packaging the final product. This is followed by a section on quality control which highlights the selection of raw materials and the inspection or maintenance of equipment.

Each entry is accompanied by a "Where to Learn More" section which includes books and periodical articles on the topic. This is not the place where an engineer would go for information on satellite dishes. It is, however, an excellent resource for students working on science fair projects or for curious adults looking for a little enlightenment on how objects common to home and workplace (including favorite snack foods) are made. One caveat: each of the two volumes in the set is alphabetized from A to Z and there is no cumulative index. Therefore, the user has to look in the table of contents of one volume to find "tortilla chips" and in the other to find its indispensable companion, "salsa." A travesty.

JOB OPENINGS

Reference Librarian: Temporary position minimum 3 months. Qualifications:

MLS from an accredited school; will consider degree candidates. Duties: Provides reference services to all segments of the population, including the use of a Dynix system, CD-ROM products and the Internet as well as traditional library sources. Salary $11.85 - 13.57 per hour. Minimum of 15 hours per week to a maximum of 37.5 hours per week. Send: Letter of application, resume and three references to Kip M. Roberson, Director, Sharon Public Library, 11 N. Main Street, Sharon, MA 02067. E-mail: kipr@ocln.org. Fax: 617 784-4728. Position open until filled. EEO employer.

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Part Time Children's Librarian: MLS preferably with a minimum of three years experience in the children's department of a public library. Should have a thorough knowledge of children's literature and collection development. Familiarity with C/W MARS system is desirable. Should be able to work some weekends and weeknights. Salary $13.07-$16.66 in ten steps with full benefits. Please send resume and letter of application to Lisa Dagdigian, Harvard Public Library, P.O. Box 666, Harvard, MA 01451 by December 7, 1996.

TO THOSE REQUESTING YA KITS:

CMRLS has received many requests for YA Kits and several have had no "Library Name" listed on the form. If you sent in your form but your library is not listed below, please call Maureen Boyda in the Regional Office.

To date, those libraries that have requested YA kits: Ashburnham, Athol, Barre, Berlin, Blackstone, Brookfield, Douglas, East Brookfield, Fitchburg, Grafton (Denise Wilson), Harvard, Holden, Hopedale, Hopkinton, Hudson, Lancaster, Leicester, Lunenburg, Milford, Oakham, Paxton, Pepperell, Petersham, Princeton, Royalston, Spencer, Townsend, Uxbridge, Warren, West Boylston, West Brookfield, Westborough, Westminster, Whitinsville, Winchendon.

AVAILABLE

The 3-volume hard copy 1995 edition of the **Worcester Area Union List of Serials**, at liquidation prices. Originally sold for $150, it is now available for $30 (which includes shipping and handling). Send check payable to the Colleges of Worcester Consortium, Inc. Address: Worcester Area Cooperating Libraries, Room 221, Learning Resources Center, Worcester State College, Worcester, MA 01602. Orders must be prepaid. Phone: 508-754-3964; e-mail, *gwood@worc.mass.edu.*

Are you reading your e-mail? Freebies announcements are e-mailed to library directors upon receipt at the Regional Office. Items appearing here are those not previously claimed.

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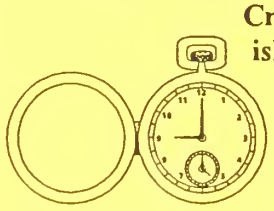
Author/Title Volumes of 1995-96 **Books in Print**. Contact George Brown at the Shrewsbury Public Library, 842-0081.

COMING UP



Crime and Punishment Reference Workshop, Monday, December 2 , 10 -12 in the Saxe Room at the Worcester Public Library. Joy Hennig, Reference Specialist at WPL, will discuss "crime and punishment" as a fiction genre, as well as reference materials on this topic. Bring your favorites.

☆☆☆

CMRLS Interim Planning Committee (IPC), Tuesday, December 3, 8:45-11:00 a.m. in the Marriott Room, Taylor Dining Hall, Assumption College. The Committee will discuss outcomes of four Focus Group meetings by type of library, and an upcoming needs assessment survey. IPC meetings are open to anyone interested. Please call the CMRLS Office if you are not an IPC member but wish to attend.

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COLA meeting, Wednesday, December 4, 10 -12, at the Richards Memorial Library, Paxton. Joan Kuklinski will attend to update participants on new TCP/IP developments. Bring your own refreshments.

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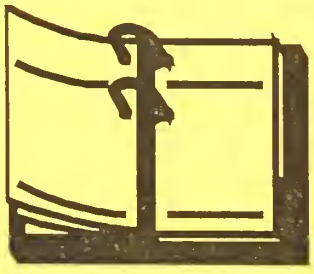
Young Adults and ROMANCE! Thursday, December 5, 10-12 at Tatnuck Booksellers in Worcester.

☆☆☆

Rescheduled: the March CSDG session, which showcases the summer reading program, Celebrate! Read!. New date: March 3 (snowdate March 10) at the Auburn Public Library.

UPCOMING CRUMBS DEADLINES



November 20, December 4, 18, January 2. *Crumbs* is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

September 26, 1996

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CRACKER CRUMBS is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION cmrls

Welcome to new staff members at the Rutland Public Library. **Kerry Remington,** assistant director, has served as a library aide in Rutland since 1994. **Nancy Borglund**, who has worked at the Shrewsbury Public Library and in the computer industry, is now in charge of ILL.

☆☆☆

Also new to the Region is **Cynthia Fitzgerald**, Princeton's new Children's Programmer. Cynthia is the mother of young children and is working on an education degree.

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Kristina Orchard is the Children's Librarian at the Reuben Hoar Library, Littleton. Kristina is a May graduate from Simmons and has been serving as assistant Children's Librarian.

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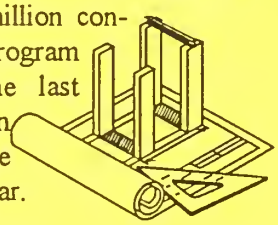
Nancy Gaudette, Librarian at Worcester Public Library, is the recipient of the Thomas S. Green Award, given to city employees in recognition of their service to the community.

PUBLIC LIBRARY CONSTRUCTION GRANTS ANNOUNCED

Thirty-eight communities were the recipients of public library construction awards voted by the MA Board of Library Commissioners on September 19 in Framingham. Central Massachusetts libraries receiving grants were: Grafton, Groton, Lancaster, and Westborough. On the waiting list were: Worcester, West Boylston, Southbridge, Princeton, Oxford, and Millbury. Wait-listed communities will be eligible for funding when it becomes available without having to re-apply. A $60 million construction grant program was filed in the last legislative session and will likely be filed again this year.



CELEBRATE THE FREEDOM TO READ: BANNED BOOKS WEEK

Should Harper Lee's award-winning novel ***To Kill a Mockingbird*** be on library shelves? This book is among works by noted authors like Maya Angelou, Mark Twain, Henry James and Toni Morrison that have been recently challenged by those who thought they should be removed.

"Banned Books Week -- Celebrating the Freedom to Read" will be observed September 28 - October 5 by bookstores and libraries across the country with the theme "Exercise Your Right to Read."

Now in its 15th year, the event is intended as a reminder that this basic democratic right should not be taken for granted. It is sponsored by the American Library Association, the American Booksellers Association, the American Booksellers Foundation of Free Expression, the Association of American Publishers, the American Society of Journalists and Authors, and the National Association of College Stores.

"Books have been banned -- even burned -- in countries around the world throughout history," explains Judith F. Krug, director of the American Library Association's Office for Intellectual Freedom. "Actual bannings are relatively rare in the United States largely because of the commitment of librarians, teachers, journalists and others to defend our First Amendment freedom to read."

The American Library Association received 740 reports of challenges to books and other library materials during 1995, most of them in schools. Krug estimated that the actual number of challenges is at least four times the number reported. The three most challenged titles were ***I Know Why the Caged Bird Sings,*** the critically acclaimed autobiography by Maya Angelou; the award-winning children's book ***The Giver*** by Lois Lowry, and the Mark Twain classic, ***The Adventures of Huckleberry Finn.***

Krug said a substantial number of the challenges involve materials dealing with sexual content, witchcraft and the occult, or contain what some consider offensive language. "Most people are motivated by genuine concern," Krug said. "But if everyone who disapproved of something succeeded in having materials removed, library shelves would be bare. Part of living in a democracy means respecting each other's differences and the right of all people to choose for themselves what they and their families read." She added that librarians are available and willing to assist adults and children in selecting books suitable for their age and interests.

A list of "Books Challenged or Banned in 1995-96" is available from the American Library Association, Office for Intellectual Freedom, 50 E. Huron St., Chicago, IL 60611. Telephone: 312-280-4223, fax: 280-4227, or e-mail: *oif@ala.org*

AUDIT FINDS PROBLEMS AT FITCHBURG LAW LIBRARY

A state audit of the financial records of the Fitchburg Law Library found bookkeeping problems and questionable purchases using state money, according to a report released in the **Fitchburg Sentinel** (9/4/96). Auditors claimed an employee purchased inappropriate books with state funds, including ***Guides: Steam Locomotives*** and ***Li'l Mouse, Red Ripe Strawberry***, among others.

Glenn Briere, a spokesperson for State Auditor DeNucci, said the state auditor's reports are intended to give recommendations for proper procedures of state agencies and does not necessarily lead to legal action.

Marie Warner, state law library coordinator for the state trial court system, said all of the law libraries are being audited as part of routine procedure and changes will be made once the audits are complete.

LEXIS-NEXIS PRODUCT CREATES PRIVACY STIR

P-TRAK, a LEXIS-NEXIS online business service, was the source of an electronic brouhaha during early September. P-TRAK records include the name of individuals, maiden name and assumed names, current and two previous addresses, month and year of birth and telephone number. Until recently, social security numbers were also included in the database. Rumors in the electronic community erroneously claimed that P-TRAK contains credit histories, bank account information, credit and health histories.

According to a release available on the LEXIS-NEXIS website (*http://www.lexis-nexis.com/lncc/p-trak.html*):
The information displayed in the P-TRAK file is an aggregation readily available from public information sources such as telephone directories (in print or CD-ROM format) and public records maintained by government agencies.

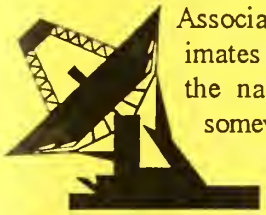
Through its actions, LEXIS-NEXIS is balancing the privacy concerns of the public with the legitimate needs of legal, business and government professionals for access to accurate sources of publicly available information. By discontinuing the display of Social Security numbers in P-TRAK and only providing information that is already available to the public from other sources, LEXIS-NEXIS believes it has responsibly met the expressed concerns of the public.

According to a message posted on the NETTRAIN listserv, individuals who wish to remove their names from the database can do so by faxing a message to (513) 865-7360 or physical mail to LEXIS-NEXIS, P.O. Box 933, Dayton, OH 45401-0933.

ELECTRONICALLY SPEAKING

The Bottom Line on Electronic Libraries

(reprinted from the Edupage, September 17, 1996)



A former Public Library Association official estimates the cost of wiring the nation's libraries at somewhere between $2 and $3 billion -- "a sum nearly equivalent to that spent by the philanthropist Andrew Carnegie during the great spurt of library building," notes journalist Nicholas von Hoffman. But, "being able to afford the hardware is one thing," says a senior VP of New York Public Library's Research Libraries. "Being able to replace it year after year and being able to afford the staff to help people use it is another. We could put workstations everywhere, but we don't have enough staff. The equipment is on a three-year, six-thousand-dollar replacement cycle. If people are using things like the World Wide Web, we need one staff member out on the floor for every 20 workstations in use. . . Right now we have 250 workstations for the public, so one staff member for every 20 workstations becomes a major investment."

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Take This Book and ShelveIt!

"Take This Book and ShelveIt" is the name of an interactive instructional program for student shelvers developed at Norwich University's Kreitzberg Library. The program was developed to remove the pressure from page trainers who may be working with student shelvers who have a variety of levels of skill and may be working only a few hours weekly. The program covers basic introduction to call numbers, then presents an interactive exercise sorting "virtual books" on a "virtual shelf".

According to Lunenburg Director Susan Tallman, "it is simple, sweet and effective". The shareware is easily downloaded with a PC from the World Wide Web. "Shelveit" is available at: *www.norwich.edu/library.fonul/shelvet.htm*

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Sites to See: College Financial Aid

As high school seniors begin their college searches, their parents' thoughts turn to financial aid. Here are some sites that provide valuable information:

- American Student Assistance
  Administers Stafford and PLUS loans:
  http://www. amsa.com/asa.html

- The Education Resources Institute (TERI)
  Organization committed to helping families identify educational and financial resources:
  http://www.teri.org/loans.html

- Nellie Mae
  Largest non-profit agency provider of funds to finance education. Order free information online:
  http://www.nelliemae.org/

- Sallie Mae
  Lending agency includes lots of loan information and calculators for loans and family contributions:
  http://www.slma.com/

CHILDREN'S SERVICES NOTES

Summer Spark Ignited

In what promises to be a record summer, just half (37) of CMRLS libraries reported that 9,789 participants registered to "Catch the Spark" in the 1996 summer reading program. Of those, 8,930, or 91% participated, and 7,953 (81%) completed the program.

Region-wide, the summer reading program has gained momentum each year for the last several. In last year's program, "Reading is Natural", 52 libraries reported almost 14,000 participants and 10,998 (80%) completions.

Program evaluations outlined directions for future years: staff suggested changes for the supporters program; liked the addition of the YA log; and loved the full-color posters. Of the posters, librarians said, "Spectacular!" "Best ever!" "I had kids asking for the posters as the program ended."

Carolyn Noah, Children's Services Consultant, extends thanks to staff who have already submitted their program evaluations. For those who have not yet done so, the evaluation form is included in the final portion of the handbook. So that the results will reflect a truer picture of CMRLS activity, a rapid response will be appreciated.

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Out of the Mouths of Babes

A recent strand of discussion on the PUB-YAC listserv yielded memorable quotes from young patrons. To provide a smile, here is a sampling:

- Patron: " Do you have the book **Indian in the Cupboard**?
  Staff: Yes, it's right here (hand child book).
  Patron: No, I want "Indian in the "Cubburd"" not **Indian in the Cup Board**!

- Patron: "I need to see the library nurse."

- A patron asked for books on "youth in Asia." She had written this subject down in her class notes when the teacher assigned it. After much questioning and clarifying, it was determined that her assignment was to research euthanasia, not youth in Asia!

- A patron wanted Gershwin's "Rhapsody in Blue" but could not locate it in the computer catalog. After receiving help from a librarian, he exclaimed, "I thought it was "Rap City in Blue!"

- Patron: How many colonies were there?
  Staff: 13
  Child: How many are there now? Twelve?

- Patron: Do you have anything by Edgar Allan Poe?
  Staff: Yes, we have his complete works.
  Patron: Anything else?

- Patron: UMM! do you have that book called Ramona And Beavis?
  Library Asst: Do you mean **Beezus and Ramona**?
  Child Patron: Yah That's It "Beavis and Ramona"!

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

Planning a vacation? You may want to look at these videos:

Great Castles of Europe: France & Spain. (VH04181) Explores opulent Chambord and Chenonceau in France and Spain's Alcazar, home to King Ferdinand and Queen Isabel.

☆☆☆

Pearls of the Mediterranean. (VH04184) Explore the major cities along the Mediterranean Sea: Santorini, Athens, Venice, Nice, St. Tropez, Barcelona and others.

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Fodor's Greece. (VH04183) A 92-minute journey through Greece, from classical ruins to sun-drenched beaches.

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Touring Austria. (VH04201) Visit Vienna, Salzburg, Innsbruck, Graz, the Austrian Alps and Oberndorf. See the Lippizaner stallions, the Pasterze, and Krimml Falls.

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Great Canadian Train Ride. (VH04171) A breathtaking trans-continental journey aboard the newly restored "Canadian".

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B&B's of New England. (VH04202) Visit eight of New England's finest B&B's. At each establishment, the innkeeper conducts a personal tour that highlights the unique character and gracious appeal of his or her inn.

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Arizona. (VH04496) Look at this video and see why five Fitchburg Public Library staff members went to Arizona this year.

COMING UP

Children's Literature Showcase, on Thursday, October 17, 3:45, Clark Street School, Worcester. A panel of school librarians, public librarians, and teachers provide quick reviews of the best books of the fall. Co-sponsored by the CMRLS and the Whole Language Network. To register, contact the Alliance for Education's Professional Development Institute at 508 754-9425 x 7.

☆☆☆

The Rhode Island Festival of Children's Books and Authors will be held Saturday, October 19 from 10:00 - 5:00 and Sunday, October 20 from 12:[illegible] - 5:00 at Lincoln School, 301 Butler Avenue in Providence, RI. Featured are Sally Derby, Arthur Geisert, Mary Downing Hahn, Maira Kalman, Kathryn Lasky (Saturday only), Patricia MacLachlan, Chris Van Allsburg and Vera Williams. Each of the authors will give a presentation on either Saturday or Sunday and will autograph books on Saturday and Sunday. Admission is $3.00 per day. Presented by Women's and Infants Hospital and the Department of State Library Services. For more information or a flyer of each day's events, call (401 739-5440) or email Susan Lepore at *susanle@dsl.rhilinet.gov.*

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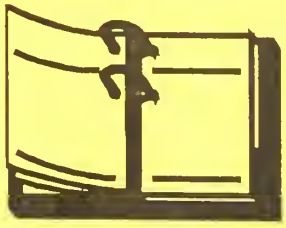
The Simmons College GSLIS Fall Program, **Customer Driven Services: Public to Private**. On Thursday, October 24, 4:30 - 6:30, Hagen Center Hall, Assumption College, 500 Salisbury Street, Worcester. Panelists explore three areas including the evolving role of information professionals, issues related to development and/or acquisition of services or sources, and user patterns. $15 suggested donation; $5 for current students. For further information, call 617 521-2321.

UPCOMING CRUMBS DEADLINES



October 9 and 23. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions, ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

September 16, 1996

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Layout: Maureen Boyda

IN THIS ISSUE: READERSHIP SURVEY

Is "Cracker Crumbs" meeting your needs? Tell us what works and what could be better by responding to the "Readership Survey" on the final page of this issue.

IN THE REGION

cmrls

Carla Talvy, Director, will leave the East Brookfield Public Library to assume the position of media specialist at the Tantasqua Junior High School in Sturbridge.

☆☆☆

Tom Clark, Director, Milford Town Library, leaves his position this fall.

☆☆☆

Welcome to **Nancy Bradley**, new Children's Librarian at the Forbush Memorial Library, Westminster. Nancy's background is in elementary education and she has been assisting part-time at the library as well.

☆☆☆

Catherine Zebrowski is Forbush's new Adult Services Librarian. Catherine works at the Leominster Public Library in addition to her Forbush responsibilities.

IT'S A BIRD, A PLANE, IT'S MICRODAX!

Though Microdax sounds like an interplanetary creature, it is really a new Worcester Public Library tool to get copies of magazine articles to Central Massachusetts Regional Library System patrons faster. Microdax consists of several components that duplicate the article requested, convert the image to a digital format, store it in a computer, then fax the article to requesting libraries.

If this sounds, complicated, it's because it is. The WPL's first trainees from the Periodicals Department are David McKay, Barbara Figurski, and Pat Locke. They have been using the system to fill ILL requests for the past month. CMRLS purchased the equipment to allow WPL staff to fax articles from magazines in microform to member libraries and their patrons the same day the request is received. Member libraries are requested to help by including their fax numbers on each request and keeping the fax machines turned on!

REGISTRATION ROLLS ON

Have you been busy? Regional staff interprets unusually low registration for fall offerings to mean that library staff is working hard. As a result, registration deadlines for fall programs have been extended. Staff may now register up to 3 weeks prior to the workshop date. Following are session dates and titles followed by the new registration deadlines:

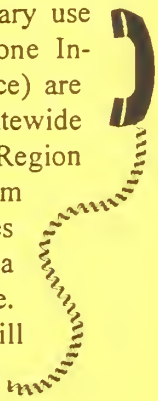
Wkshp. date		Title	Deadline
Oct.	10	NE Area Discussion Group (Pepperell)	Sept. 19
	16	Collection Development: Materials Selection	Sept. 25
	23	Collection Development: Selection Guidelines	Oct. 2
	24	SW Area Discussion Group (Warren)	Oct. 3
	28	Library Managers Meeting	Oct. 7
	30	Collection Development: Weeding Materials	Oct. 9
Nov.	6	Trustee Orientation	Oct. 16
	14	Evaluating Internet Search Engines and Sites	Oct. 24
Dec.	2	Crime and Punishment (Reference Series)	Nov. 8
	5	YAs and Romance	Nov. 15

Program details are available in the printed brochure distributed in August and on the Region's website:

http://world.std.com/~cmrls/calendar.html

Please use the registration form attached to the continuing education schedule, register by e-mail from the web site, or contact Maureen Boyda in the Regional Office in order to participate.

TIS SURVEY ON THE WAY



Because more accurate statistics of library use of TIS (Telephone Information Service) are needed for statewide planning, the Region requests help from member libraries in completing a survey of TIS use. A tally sheet will be sent to all the libraries in early October to ask librarians to keep track of how many times a reference question is asked of the TIS in either the Worcester or Fitchburg Library. The survey period will be from October 21, 1996 to November 2, 1996. Your cooperation will be appreciated

IPCS TO MEET IN BEVERLY

The Interim Planning Committees (IPCs) of all six proposed and existing Massachusetts regional library systems will meet at Endicott College in Beverly for a special two-day conference on September 25 and 26. Twenty-five representatives of the Central Region plan to attend the conference, including the public, academic, special, and school librarian members of the Central Region's IPC.

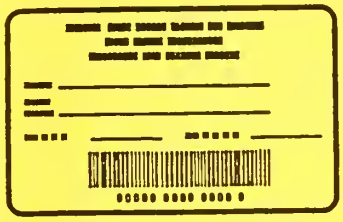
The last Central Region meeting was a joint meeting at Assumption College of the IPC with the Pre-planning Committee, the group that preceded it. New members included Linda Brown of Applewild School; Annanaomi Sams, UMass Medical Center; and Rena Richard, trustee at Upton who will be a "lay member" of the group. Jean Abdella of St. John's School was also appointed, but could not attend the August meeting. Since that meeting, newly appointed members are Chuck Moore, Dudley library director, who will represent smaller public libraries; and Sue-Ellen Deiana of the Milford Town Library, who will represent the interests of Youth Services librarians.

Three components are planned for the September conference. These include two information sessions, and small group presentations on the six service program groups: delivery, interlibrary loan, reference, supplementary resources/shared databases, regional bibliographic databases/union lists, and continuing education/consulting. Teams of presenters will outline how these are provided in multitypes in other states. Presentation team members from the Central Region include Chris Kardokas for reference, and Carolyn Noah for continuing education/consulting.

INTERPRETATION

National Library Card Month: Library Cards for All!

by Janice Charbonneau, Regional Consultant



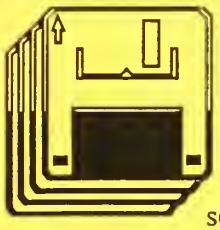
A parent complained that her child was not allowed an Athol library card until he could print his name. In an editorial in the *Athol Daily News*, Orange children's librarian Lester Scafidi stated: "The policies regarding the age at which young people may require library cards . . . reflect an on-going debate in the library profession that has been under discussion for decades. The current policy at the Wheeler Memorial Library is that any child may acquire a library card with the signature of a parent." According to the American Library Association's *Library Bill of Rights,* the library should not discriminate by age. All library card holders are entitled to full and equal access to all library materials in the collection with no limitations -- except those imposed on *everyone*. Parents are responsible for the reading and selection choices of their own minor children.

Another question to ask is : "Why request a parent's signature at all on a minor's card?" One of the major justifications for the practice is that parents should know what their children are reading. The responsibility for overdue or lost material fees is not a valid reason for requesting a signature, as by law, a parent is responsible for all damages of a minor. When a parent is a non-user of the library or doesn't understand the services provided and refuses to sign a library card, should that child be denied library service? Verifying the address of a child could also be a problem in such cases. Rather than denying a child access to the rich resources found in the library, consider checking with the school for verification. Examine the circulation and registration policies in your library. Do they adhere to the *Library Bill of Rights?* Are they in the best interest of your users?

AV CATALOG ON DISK

by Roger Debenham, Regional Consultant

The recent AV Disk Project survey described a software product called



Catalog Viewer, which can provide local access to the AV Center's audio, video and film holdings. Because several people had questions about the Region's proposed purchase of this product, here is a review and update.

If you choose to have your library become a Catalog Viewer site, CMRLS will send you a set of floppy disks (about four 3 ½" disks), that can be installed on any computer running Windows. Once installed, Catalog Viewer will allow you and/or your patrons to perform keyword searches to find needed materials. Catalog Viewer can not book materials, but it will print out item records and lists that will facilitate the booking of AV materials. And remember that keyword searching allows you to locate items, even when you can not remember the title or a subject heading.

Catalog Viewer will be more current than our printed catalogs, but it is not an online service; it does not provide access to materials added to the collection after the master set of Catalog Viewer disks were created. Each time a new master set is needed, CMRLS will be required to pay VIS Consultants a $1,000 setup fee. Listings in *Cracker Crumbs* will provide access to new titles during the interim between Catalog Viewer updates.

There was some confusion about the need for an optional set of Catalog Viewer disks in the DOS format. DOS disks would only be required if you have an IBM-compatible computer that does not have Windows installed. Since every CMRLS library should now have a computer with some version of Windows, we have decided to remove that option from the Catalog Viewer proposal. If you do not want to install Catalog Viewer on a new Windows computer, but have an older DOS-only computer, consider installing Windows on it, if that computer has at least a 386DX processor with 4MB of RAM.

Of the 28 libraries responding to the initial survey of interest in the AV Disk Project, 24 were willing to pay the $25 annual site license fee, and be billed directly by VIS Consultants, the creators of Catalog Viewer. Only two people requested DOS disks.

At this time, I am waiting to receive a working version of the Catalog Viewer disks to be tested on computers running Windows for Workgroups and Windows 95. If testing reveals that Catalog Viewer is easy to install and use, runs reliably and provides substantially more added value than print catalogs, CMRLS will make final plans to acquire it. This will be reported in a

follow-up survey designed to give all member libraries a second chance to participate in the Catalog Viewer project. I expect all this to be completed by the end of October. If so, Catalog Viewer will reflect AV Center catalog holdings as of that time period.

AV CATALOG ON THE INTERNET

If you have been looking for a good reason to start exploring the Internet, this may be it. All bookable audios, videos and films in the AV Center's collections are officially online. Start your tour on the CMRLS web site at a special page designed to introduce this new service. The address is:

http://world.std.com/~cmrls/av.html

From there you can link directly to the subject browsable AV Center catalogs, which are maintained at the web site of VIS Consultants, our automated AV booking vendor. The Internet version of our AV catalogs currently permit only browsing by subject and, in the case of audiobooks, author. It is very easy to use and looks especially good if you have graphical access to the Internet, but it also works using the lynx browser available through C/W MARS.

The Internet catalogs are current as of July, 1996, and will be updated again at the end of October at no additional charge to CMRLS. We are also expecting VIS Consultants to add keyword searching capability to the Inter-net catalogs. Like the Catalog Viewer product described in the preceding article, the Internet AV catalogs do not provide a direct link to the booking system, but they are a very useful finding tool and provide an easy way for many of your patrons to browse our AV catalogs from their homes.

ALA: SUPPORT NET DAY 96

The American Library Association urges librarians and library advocates to participate in and support the national NetDay 96. National NetDay is patterned after the first NetDay held in California last year with volunteers installing wiring in many schools and libraries across the state. Forty-two states will launch NetDay activities in October with many states conducting follow-up activities, such as Internet training and expanding connectivity, throughout 1997. In its resolution of support, the association noted the importance of the school library media center as a critical facility to be connected in this effort.

"This is an excellent opportunity for librarians to share their expertise and play a leadership role in their communities," said ALA President Mary R. Somerville. "Wiring alone is not the whole answer but it's an important first step in getting every library online." The NetDay initiative has been endorsed by the President and Vice-President and many other organizations. A NetDay kit can be purchased by businesses and others who wish make a donation. Each kit contains enough cable to wire six rooms and costs under $500.

For more information about the national program contact:

Ann Murphy
NetDay96
2601 Mariposa St.
San Francisco, CA 94110-1400
Telephone: 415-553-2311
Fax: 415-553-2401
E-mail: Knotty@netday96.com
Web site: http://www.netday96.com

ELECTRONICALLY SPEAKING

NCLIS Publishes 1996 National Survey of Public Libraries and the Internet

The National Commission on Libraries and Information Science announced the report, "The 1996 National Survey of Public Libraries and the Internet: Progress and Issues" authored by John Carlo Bertot, Charles R. McClure, and Douglas L. Zweizig. The 67 page report provides a range of data and findings related to public libraries and the Internet including:

- Between 1994 and 1996 public library Internet connectivity increased 113% from 20.9% to 44.6%.
- Although a significant increase has occurred in public library Internet connectivity relatively few networked-based services are being provided to the public.
- Public libraries in communities under 5,000 are significantly (58.6%) less likely to use the Internet than those serving populations of 100,000+.
- There are significant disparities in connectivity, service provision, and budget for Internet activities by region and population served.

The report provides additional data regarding these and other topics and

concludes with a discussion of selected key issues identified as a result of the survey. A limited number of reports are available at no cost from the National Commission on Libraries and Information Science, 1110 Vermont Ave., NW, Suite 820, Washington, DC 20005-3522 (Voice: 202-606-9200; Fax: 202-606-9203; E-mail: py_nclis@inet.ed.gov).

For an electronic version of the report try:*http://istweb.syr.edu/Project/Faculty/McClure.html*. The report will also be available in the near future from the Web site: *http://www.nclis.gov*.

CHILDREN'S SERVICES NOTES

Globe Horn Book Awards Announced

The Boston Globe Horn Book Awards are given annually at the New England Library Association's Annual Conference. This year, the presentations will be made on Monday morning, October 6, at the Center of New Hampshire, Manchester. The winners are:

Fiction: *Poppy*, written by Avi. Honor Books: *The Moorchild*, by Eloise McGraw, and *Belle Prater's Boy*, by Ruth White.

Nonfiction: *Orphan Train Rider: One Boy's True Story*, by Andrea Warren. Honor books: *The Boy Who Lived With the Bears: And Other Iroquois Stories*, written by Joseph Bruchac, illustrated by Murv Jacob; and *Haystack*, written by Bonnie and Arthur Geisert and illustrated by Arthur Geisert.

Picture Book: *In the Rain with Baby Duck*, written by Amy Hest and illustrated by Jill Barton. Honor books: *Fanny's Dream*, written by Caralyn Buehner, illustrated by Mark Buehner.; and *Home Lovely*, written and illustrated by Lynne Rae Perkins.

☆☆☆

President Clinton Issues Reading Challenge

On September 1, President Clinton urged all Americans to be a part of a national, bipartisan effort to make sure that every child can read independently and well by the end of third grade. Families and communities are the foundation of this effort and the President is proposing to provide $2.75 billion to support them in meeting America's Reading Challenge. Below is a brief summary and background on the new reading challenge. A fuller description of the reading challenge, as well as examples of successful tutoring and parent involvement programs is available in the Department of Education Online Library at:

http://www.ed.gov/news.html

Why a Reading Challenge? 40 percent of all children are now reading below the basic level on national reading assessments. Children who cannot read early and read well are hampered at the very start of their education -- and for the rest of their lives. This will be even more true as we move into the 21st century. To participate in America's high-skill workplaces; to cruise, much less use the Internet, all children need to read better than ever before.

For every child to be able to read by the end of third grade, every American will have an important role to play. Parents are their children's first teachers. By reading to their children 30 minutes each day, turning off the TV, going with their child to their library, every parent can set an example and give their children the firm foundation they need to do well in school.

Our nation's schools, libraries, religious institutions, community and national organizations, the media, universities, business leaders and millions of our nation's senior citizens are also essential in helping to meet this reading challenge. Already 40 different groups have rallied together with Secretary of Education Richard Riley to create the Read*Write*Now initiative, and a growing number of states and communities have started their own reading initiatives. The President will challenge these groups and the entire nation to redouble their efforts to ensure the reading success of every young child. And he will challenge 1 million Americans from all walks of life to volunteer to tutor young children in reading.

Recognizing the supportive role the federal government can play, the President proposes investing $1.75 billion over 5 years in new investment, and $1 billion over 5 years for National Service which is already in the President's budget, in the efforts of parents, communities and educators to help meet the challenge. This $2.75 billion initiative has four main components:

- Help for parents to be their child's first teacher through "Parents as

First Teachers" ($300 million over 5 years).

- A Head Start for one million 4 and 5 year olds. The President has already called for an expansion of Head Start to one million children by FY2002.

- America's Reading Corps: individualized after-school and summer tutoring for over 3 million children in Grades K-3. Tutors will include AmeriCorps participants and other National Service volunteers -- to provide instruction, organize school and community-based reading programs, and recruit and train volunteers. ($2.45 billion over 5 years).

- Accountability for results based on national and state progress in the reading performance of 4th graders on the National Assessment of Education Progress (NAEP). ($25 million over 5 years).

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

Film buffs may be interested in listening to the audiobook *Making Movies* (AC01118) by Sydney Lumet, the acclaimed film director. Using his own films as examples, Lumet gives a compelling account of what it takes to get a film into production, from art direction to shooting and editing to distribution and marketing. Lumet films in the video collection include *Dog Day Afternoon* (VH03257), *Long Day's Journey Into Night* (VH10383), *Network* (VH03995), *The Pawnbroker* (VH03857), and The Verdict (VH04129).

Movie Magic (VH04291 to VH04301) is an 11-part series that focuses on special effects. Each program examines a specific area such as modelmaking, digital effects and animatronics, and follows an entire effect sequence from the storyboards to the big screen climax.

Burden of Dreams (VH03936) is filmmaker Les Blamk's extraordinary account of German director Werner Herzog's obsession to complete his plagued jungle production of *Fitzcarraldo* (VH00414) despite plane crashes, torrential rains, attacks by armed Indians, the loss of several leading actors, and the eruption of a border war around the production site.

NEW IN THE WORCESTER COLLECTION

by Sharon Hendricks, Reference Librarian

Alphabetically arranged by. the individual involved in the film industry, David Thomson's *A Biographical Dictionary of Film* (Knopf, 1995, $27.50. ISBN 0679-75564-0) gives the usual particulars -- date of birth, real name, an incomplete list of films, notable either because they were bad or good. This is where the commonplace stops and the deliciousness of this volume begins. Thomson loves film and writes with authority and passion. His is a British viewpoint, and all the more welcome because it encourages us to examine our tastes and culture. Thomson's often blunt, but sure-footed. About Paul Newman:

> Since so many people all over the world have found Newman so appealing, it matters very little that I am skeptical of such blue-eyed likability. He seems to me an uneasy, self-regarding personality, as if handsomeness had left him guilty. As a result he was more mannered than Brando when young, while his smirking good humor always seemed more appropriate to glossy advertisements than to good movies.

We live in an era that produces a plethora of encyclopedias and handbooks, and there is a need for a good, solid reference on philosophy. *The Cambridge Dictionary of Philosophy* (Cambridge University Press, 1995, $89.95. ISBN 0521-40224-7) is one. This work places the ideas and terms in the context of human history, names the most important individuals in a school of thought, and provides a brief, understandable analysis of the philosophical term. There are some very technical terms, but even these are linked to with "see references", making the reading easier. Related individuals (such as Albert Einstein, whose philosophical analysis of modern physics qualifies him) and concepts from other fields are included. This is a "best buy" reference item, filling a gap without costing a bundle.

CMRLS ATLAS PROJECT

The CMRLS atlas project has been on hold for several weeks due to a misunderstanding with the DeLorme

company regarding our initial (July, 1995) request to print a quantity of maps that exceeded their normal licensing agreement. A new agreement has been reached, and CMRLS wishes to express special gratitude to DeLorme Vice President Thomas E. Jensen for his willingness to "grandfather" an expired agreement with CMRLS that extended their usual licensing restrictions of 10 copies for Street Atlas Version 2.0 and 50 copies for Version 3.0. Regional Administrator Anne Parent spoke directly with Mr. Jensen to secure special one-time permission for CMRLS to print up to 80 maps, which Roger Debenham created and customized with Version 3.0 of Street Atlas USA®. Maureen Boyda now has the map files and will add the appropriate copyright acknowledgments and resize each map prior to final printing of the new CMRLS atlas.

The maps are, according to the agreement, "for use solely as locator maps in a guide to libraries that are part of the System, for distribution to individual member libraries for in-house library staff use in assisting each other and library patrons"

DIRECTORY UPDATE

The Beaman Memorial Public Library in West Boylston has extended its hours of opening on Wednesday. Hours are: Tues. & Thurs., 10-8:30; Wed., 1-8:30; Fri., 1-5; Sat., 10-2.

☆☆☆

Princeton Public Library's new fax number is 464-2116

JOB OPENINGS

LIBRARY DIRECTOR, Townsend Public Library. Qualifications: ALA MLS preferred. Experience with automated systems, enthusiasm and people skills important. Small town library experience desirable. Responsibilities include administration and coordination of all library programs and services, staff supervision. Excellent benefits. Resumes by close of business on September 20th to : Margaret Donahue Lynch, Chair-man Library Trustees, 144 Main Street, Townsend 01469.

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LIBRARY DIRECTOR: the Milford (MA) Town Library is accepting applications for the position of Library Director. Milford has a new (1986) medium-sized library serving a community of 27,000 residents, with large usage by area towns and the local schools. FY'97 budget is $648,000 with 21 employees. ALA-MLS required. Applicants should have a minimum of five years public library experience with two years in an administrative capacity.

Looking for an individual who enjoys challenges, with excellent supervisory, communication and interpersonal skills, who has experience with automation and unions, and is dedicated to day-to-day operations. This library needs some TLC from a hands-on director.

Salary Range: $40,100-$49,304. Entry level is DOQ. Deadline for applications is October 15, 1996 or until position is filled. Appointment date is January 6, 1997.

Send letter of application, resume, and three names and phone numbers of references to: Paul Curran, Chair, Milford Town Library, P.O. Box 306, Milford, MA 01757 AA/EOE

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SPECIAL SERVICES COORDINATOR, Leominster Public Library. Responsible for a variety of programs and services related to adults, including interlibrary loans, reserves, fiction and audiovisual collection development. Provide effective user-oriented reference and information. Previous library experience with knowledge of library automated systems preferred. Bachelors' degree required. Starting salary: $23,981 with benefits. Letter of application and resume by September 28 to Susan Shelton, Director, Leominster Public Library, 30 West Street, 01453.

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LIBRARY DIRECTOR--Part time, Lancaster Town Library. (search reopened) Qualifications ALA MLS or degree candidate. Excellent interpersonal skills necessary; progressively responsible experience in public libraries desirable; familiarity with automation highly desirable. Responsible for all aspects of library service including supervision of 5, budget preparation, planning, collection development, grant writing, special collections, building maintenance. Ideal candidate should have vision for future and appreciation for past. Library has completed building feasibility study which includes additions and renovations to 125-year-old building. Application submitted to MBLC for Grant Round II. Salary: 2/3 time (26 hours/40 hr. work week) Includes 1 evening/wk. and 1 Saturday/month. Potential to become full time. Salary range: $13.69 to $17.32/hour. Available immediately. Cover letter, resume and 3 letters of reference by Sept. 25 to: Board of

Trustees, Lancaster Town Library, PO Box 5, 717 Main St., Lancaster, MA 01523. Application will be sent upon receipt of resume or may be picked up at Library.

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REFERENCE LIBRARIAN, Gale Free Library, Holden. Qualifications: ALA MLS; courses in reference work and technology, one year public library service experience required; reference experience preferred. Provides readers's advisory and reference service; assists public with resources; participates in collection development; participates in evaluation of services. Salary: $14 /hour ($280.68 week). Cover letter and resume to Janet Baker, Gale Free Library, 23 Highland Street, Holden, MA 01520 by September 30.

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STATE AID SPECIALIST, reopening. The MBLC is accepting applications for a specialist in the State Aid to Public Libraries Program. Qualifications: 3 years fill-time professional experience in a public library; ALA MLS preferred. Implements 3 state aid grant programs; interprets statutes and Board of Library Commissioners' regulations; provides technical advisory assistance to members of public library community. Salary range: $30,567 - $40,246. Closing date: October 1. Letter of application, resume, 3 professional references to: Barbara Glazerman, Head of Operations and Budget, MA Board of Library Commissioners, 648 Beacon Street, Boston, MA 02215. AA/EEO.

☆☆☆

LIBRARY DIRECTOR--Town of Charlton seeks Library Director (20 hrs.). Responsible for all aspects of library service. Expereince in automation desired MLS required. Charlton is in the planning stages of a building project. Resume and 3 names of reference to Joseph Haebler c/o Charlton Public Library, 40 Main Street, Charlton, MA 01507 by October 15.

TO THOSE LIBRARIES WHO HAVE CD-ROM DEPOSIT KITS

If you are one of the ten CMRLS libraries who has a CD-ROM deposit kit, remember to route it to the next library on the routing slip on October 1. At that time you should also send in your "Title Use & Evaluation Forms". If you need additional copies of the form call Maureen Boyda in the Regional Administration Office. Because this is a pilot project, your evaluation forms are important in determining if a grant will be pursued to continue these deposits.

New York Times microfilm and index 1966-1981. Microfilm cabinet included. Contact Phyllis Brooks, Hudson Public Library, 568-9644.

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REMEMBER: Freebies are now being offered via e-mail. It's another good reason to check your e-mail EVERY day!

COMING UP

Friends Roundtable, Saturday, September 21, 9 -12, Sargent Memorial Library, Boxborough. Sponsored by the Friends of the Boxborough Public Library, this meeting offers the chance to share information with local library Friends Groups. Register with Friends of the Boxboro P.L., Middle Road, Boxboro 01719, or call the library at 508-263-4680.

☆☆☆

Central On-Line Affiliates (COLA) meeting, Wednesday, October 2, Richards Memorial Library, Paxton, 10 -12. Bring your own coffee!

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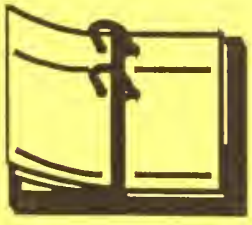
New England Library Association Annual Conference, Manchester New Hampshire, October 6-8. For information, contact the Regional Office for a copy of the program; to register, contact Mary Ann Rupert, Conference Manager, 603-673-3923; fax 603 673-9197; e-mail marupert @aol.com.

UPCOMING CRUMBS DEADLINES

September 23, October 2, 15, 29.



Crumbs is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

Cracker Crumbs

September 16, 1996

READERSHIP SURVEY

Your response to this survey will help to make Cracker Crumbs a more useful and informative publication. Please rate each section according to its value usefulness to you, with 1 being the most useful and 5 least. A survey will be sent to each person on the Crumbs distribution list; please feel free to copy and share.

COLUMNS:	very useful		somewhat useful		not useful
In the Region	1	2	3	4	5
Interpretations	1	2	3	4	5
Electronically Speaking	1	2	3	4	5
Children's Services Notes	1	2	3	4	5
New in the Worcester Collection	1	2	3	4	5
AV Showcase	1	2	3	4	5
New in the CMRLS Collection	1	2	3	4	5

COLUMNS:	very useful		somewhat useful		not useful
Job Openings	1	2	3	4	5
Freebies	1	2	3	4	5
Coming Up	1	2	3	4	5
REGULAR FEATURES:					
Regional News	1	2	3	4	5
State News	1	2	3	4	5
National News	1	2	3	4	5
Conference Reports	1	2	3	4	5

Have an idea for an ongoing Crumbs feature? If so, please describe: _____

_____

_____

Please comment on the content and style of Crumbs: _____

_____

_____

_____

(continue on the back of the page)

How many people read your copy of Crumbs? _____

Please return this survey to Maureen Boyda in the CMRLS office by October 15, 1996.

NEWS LETTER

CRACKER CRUMBS

August 19, 1996

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CRACKER CRUMBS
is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION

cmrls

Congratulations to **Elaine Loehmann**, who assumed the position of Assistant Director of the Millbury Public Library in addition to her responsibilities for service to children.

☆☆☆

Lori Stalteri is the new MBLC Trustee Liaison, as well as the liaison to the Central Regional Interim Planning Committee. Lori has extensive experience in public and regional library systems, most recently at the Lynnfield, MA library.

☆☆☆

The **Hudson Public Library** will be closed for renovations from Monday, August 19 to Tuesday, September 2, and cannot accept ILL requests during that time.

☆☆☆

The **Merriam-Gilbert Public Library** in West Brookfield will be moving to a classroom located at the side of the West Brookfield Elementary School. The library will be closing on August 19th and will reopen no later than September 10th at the school. New library hours after September 10th are: Monday & Friday, 3:30-6:30 p.m.; Tuesday & Thursday, 3:30-8:30 p.m.; Saturday, 9:00 a.m.-1:00 p.m.

☆☆☆

URI's GSLIS has received notice of accreditation by ALA's Committee on Accreditation, according to acting director **Jon Tryon**.

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Fire destroyed the **New Marlborough** (WMRLS) library on the Morning of June 28. Charges were expected to be filed against three juvenile suspects. Anyone wishing to make a donation to the building fund may send a check payable to the New Marlborough Library Fund either through the Regional delivery system or by mail to the New Marlborough Town Library, P.O. Box 239, Mill River, MA 01244.

CAPITAL BOND BILL DIES IN LEGISLATURE

The House and Senate Conference Committee adjourned, having failed to hammer out an agreement on the two versions of the capital bond bill, a large omnibus bill which included funds for projects across the Commonwealth. Included was $3.5 million for library technology and $60 million for public library construction. A sticking point in negotiations was on the amount of funding for convention centers in Boston, Worcester, and Springfield.

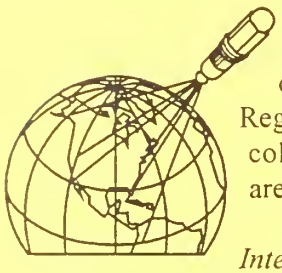
Maureen Killoran, Public Library/ Government Liaison for the MBLC,

extended thanks to those who worked on the legislation. When the legislature goes back into formal session in January, 1997, the library community will once more be working to enlist support for public library construction and technology funding.

AV CENTER GOES GLOBAL

by Roger Debenham, Regional Consultant

To expand local access, the AV Center's collections are about to go global. Three projects will focus a lot of light on our valuable Regional media collections. They are:



Internet access to the AV Catalog. CMRLS is concluding arrangements with VIS Consultants, the vendor of AV's automated booking system, to provide Internet access to a merged catalog of AV Center videos, audiobooks and films. The online catalog features a combined subject and author index. Librarians and users can locate and print AV material records prior to placing booking requests. The content will be current as of August, 1996. Keyword access to all information contained in the full item entries will be added this fall. CMRLS will provide an informational page about the AV Center Media Catalog on its website, with a direct link to this new service. All libraries will be notified as soon as final preparations are completed within the next two weeks.

Catalog Viewer, a useful in-library tool that places the AV Center's collections directly on the hard drive of a Windows-based computer in your library. The VIS product will provide fast, keyword access to Regional films, videos and audios. Lists and full item entries can be printed. Catalog Viewer supplements or replaces the need for print catalogs; however it is not an online booking link to the AV Center. Watch for a CMRLS survey about Catalog Viewer, then call Roger Debenham for details.

AV holdings in C/W MARS. AV Center records are once again being systematically entered into the C/W MARS database. Fitchburg Public Library has an OCLC connection now, and Anne Hendrickson is using it to mark AV records that are not found in C/W MARS. Eventually all AV Center holdings will be searchable in C/W MARS. This will provide the most up-to-date access to the collections.

CMRLS SURVEY RESULTS

Two Regional committees surveyed member libraries this spring to make recommendations for the future of the Region. The survey outcomes were knitted into goals statements that will be brought to CRAC for consideration.

The PR Committee, chaired by Ellie Chesebrough, asked staff to rate 7 potential or ongoing activities on a scale of their importance. According to the results, printing and publications distribution is the most important activity. Other activities, in descending order of importance, were: supporting the value of public library presence at community activities (e.g, Business Expo); the purchase of public service announcement time in various media for PR of general interest; presentation of annual Regional PR swap and shop; purchase and distribution of range of PR aid, e.g. signs, wireless mikes; small group meetings for advocacy presentations and public speaking; hiring PR consultant to develop a campaign. The compilation also includes a wide range of answers to the questions: "What kind of PR assistance would you like at the local level?" and " What are you doing successfully?"

The Ad Hoc Future of the CMRLS Collection Committee, Julia White, chair, sought information regarding the value of the bookmobile. The 46 respondents were asked what other options they would use to get materials if bookmobile service ended. They responded: 18 would come to Worcester and select books; 33 would call Regional staff for deposits sent by van; and 10 listed another method. The number of items borrowed are primarily affected by (in descending order of importance) lack of space in the library; staff time choosing books; staff time processing books for loan, books already in local collection. The survey also gathered opinion about the variety of materials available through the current service.

If you would like to receive copies of the full reports, contact the Regional office.

QUICK TAKES FROM ALA

Staff members Carolyn Noah and Anne Parent attended the American Library Association conference during the 4th of July weekend in Manhattan. Following are highlights from programs and one longer report. Programs for which handouts are available are noted with a *. If you'd like to receive copies, contact the Regional Office.

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In **Beyond Bean Counters: Focus Group Interviews***, Lynda Silipigni Connaway clearly defined the focus group process and outcomes. Focus group interviews are an effective method to gather opinion and compare the findings across many groups.

☆☆☆

Proposing six **Models for Internet Training***, Lorelei Tanji of UC Ervine suggested a range of approaches from the basic user guide to the fast-track training model for staff who must stay ahead of the pack.

☆☆☆

Robert Needleman, Pediatrician, spoke about the "Reach Out and Read" early literacy project founded at the Boston City Hospital in a program entitled **A Spoonful of Books: Bringing Picture Books into the Pediatric Setting.** He described an exciting collaborative model for libraries and public health clinics.

ALA REPORT: QUALITY AND EQUALITY OF INTERNET ACCESS

by Anne Parent, Regional Administrator

"The Internet will provide direct access to information, making libraries obsolete; the Internet will provide free access so there's no need to support libraries; the Internet will provide private/public partnerships that will take the place of the need for public funding." These are all myths that the media loves to create, according to Massachusetts' own MBLC Director, Keith Michael Fiels, as a panelist in *Quality and Equality of Internet Access.* "We need to seize the sound bite ground in our defense," he said. "Sixty percent of adults can't program their VCRs," he said, postulating that they cannot expect to navigate the Internet without libraries and librarians' assistance.

Among the strategies Keith outlined were:"Maintain the focus on libraries. The Internet is an extension of local services," he said, suggesting that the concept of libraries without walls could lead to libraries without funding. "Books still sell," stressed Keith. We should emphasize the balance between technical focus and tradition, and point out that the Internet helps get books into the hands of people, he advised.

Keith spoke of equality as a concern of everyone, saying that the urban have the poor, rural communities feel competition with Boston, and the more wealthy suburbs complain that they never get the dollars that the others can obtain. We may seek partners, but we need to remember that partners are also competitors, he pointed out; and everyone wants libraries on their lists because of the numbers of people who come into our outlets. "Both Democrats and Republicans want Internet access for their own reasons," he said, noting that competition can help "sell" the library.

Keith's rapid-fire, upbeat delivery provided a high spot in this program of several speakers, sponsored by ASCLA ICAN and the Public Libraries and the Information Superhighway Committee of ALA. In stark contrast, at least in this reviewer's opinion, was the presentation directly preceding.

Steve Helm, of "Blacksburg Electronic Village," Montgomery-Floyd Regional Library in Christiansburg VA, discussed forging Internet partnerships and among Bell Atlantic, Virginia Tech., Montgomery Floyd Regional Library and the Town of Blacksburg.

To illustrate how to make partnerships successful, he developed a debatable *"Collaborations As Promiscuity"Analogy*, in which he urged the audience to: go after everything that is sexy (e.g. Java;) encourage the media to gossip about what you're doing; get risky -- operate in gray areas with nothing written down; avoid monogamous attachments with any one partner; be prepared for the end of the relationship at all times; and recognize that short affairs are o.k., as well as are long-term relations.

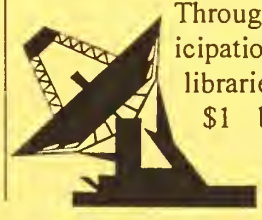
ALA SEEKS INPUT ON SERVICE TO LEARNING DISABLED

The American Library Association has instituted "Roads to Learning" (RTL) in an effort to improve public library services to patrons with learning disabilities. Audrey Gorman, Project Director, has developed a survey to assess the current state of services to the learning disabled community. Response to the survey will enable libraries to receive ongoing information about the project. For a copy of the survey, contact the Regional Office or RTL at 1-800-545-2433; listserv, PLLD-L@ala.org.

ELECTRONICALLY SPEAKING

Support $1 Billion For Libraries and Schools Through On-line Seminar

(This notice is extracted from an announcement on the pub-adv listserv 8/15)



Through public participation, schools and libraries stand to gain $1 billion annually from a Universal

Service fund established by the Telecommunications Act of 1996.

Librarians are invited to join Information Renaissance in an on-line seminar on the provisions of the Telecommunications Act dealing with Universal Service for schools and libraries. Participants will include teachers, librarians, school administrators, Federal Communications Commission staff and people from the business community.

Federal Communication Commission staff is working to meet a November deadline for implementation of the Telecommunication Act of 1996. Results of the seminar discussion will be sent to the FCC for use in their decision about how students can best be served by the new Telecommunications Act.

Dates of the seminar: August 26 - September 27, 1996. Topics include: Universal Service provisions of the Telecommunications Act; how the Act can help schools and libraries; how schools and libraries are using network technology; FCC procedures for public involvement.

For more information visit the Information Renaissance web site *http://info-ren.pitt.edu*, or send electronic mail to: info@info-ren.pitt.edu

Internet Factoids

- Estimated percentage of adults in the U.S. using the World-Wide Web: 7.7
- Number of states with organized programs for schools on NetDay '96: 27
- Estimated size of Internet access market in 1997, in billions of dollars: 2.5
- Estimated volume of sales generated by the World Wide Web in 1995 (in millions of dollars): 436
- Estimated volume of sales generated by the World Wide Web in 1998 (in millions of dollars): 46,000
- Cost of the report detailing these estimates, in dollars: 795

from: The Internet Index, Number 14, Compiled by Win Treese (treese@OpenMarket.com), 10 July 1996. Past issues and citations at http://www.openmarket.com/intindex/. To subscribe to future issues of the Internet Index, send a message saying "subscribe"in the body of the message to internet-index-request@OpenMarket.com.

Site to See

The Ritter Memorial Library's Home Page at:
http:www.net1plus.com/users/ritter

CHILDREN'S SERVICES NOTES

Big E Tickets In the Mail

Pairs of tickets for the Big E were distributed by the Regional Office through delivery beginning on August 16. If your library requested tickets to the Big E as part of its summer reading program order, you should have received them in your next delivery. If you did not receive tickets or if you are not sure whether you requested them, please call Maureen Boyda in the Regional Office. As always, if you do not plan to use the tickets, please return them so someone else may.

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Microsoft Underwrites KidsConnect

The American Association of School Librarians (AASL) has announced that Microsoft Corporation will contribute $150,000 per year for three years to KidsConnect, a new online service to help students learn how to use the Internet.

One component of the service provides free personalized online assistance for students, who will receive answers to their inquiries within 48 hours of request. A network of volunteer school library media specialists will provide the service, while Microsoft will support the management and promotion of the service on the Internet.

☆☆☆

Judith Ortiz Coffer and Susan Guevara Receive Pura Belpre Award

The Association for Library Service to Children (ALSC), a division of the American Library Association (ALA) and the National Association to Promote Library Services to the Spanish Speaking (REFORMA), an ALA Affiliate, are pleased to announce the recipients of the first Pura Belpre Award. The award, established in 1996, is presented to a Latino/Latina writer and illustrator whose work best portrays, affirms and celebrates the Latino cultural experience in an outstanding work of literature for children and youth. The announcement was made at the ALSC Membership Meeting, July 8, 1996, at the ALA Annual Conference in New York.

Medal winners: For narrative, Judith Ortiz Coffer, received the award for **An Island Like You: Stories of the Barrio**, (Melanie Kroupa/Orchard Books, 1995.) Susan Guevara received the award for her illustration of **Chato's Kitchen**, written by

Gary Soto (G.P. Putnam's Sons, 1995).

Honor books: For narrative: **Baseball in April and other Stories**, by Gary Soto, edited by Diane D. Andrade (Harcourt Brace, 1994); and **The Bossy Gallito/ El Gallo de Bodas: A Traditional Cuban Folktale** retold by Lucia Gonzalez, illustrated by Lulu Delacre, edited by Diane Hess (Scholastic, Inc., 1994).

For illustration: **The Bossy Gallito**, retold by Lucia Gonzalez, illustrated by Lulu Delacre, edited by Diane Hess (Scholastic, Inc., 1994). **Family Pictures/Cuadros de Familia** written and illustrated by Carmen Lomas Garza, edited by Harriet Rhomer (Children's Book Press, 1990), and **Pablo Remembers: the Fiesta Day of the Dead**, photographs by George Ancona, published by Lothrop, Lee & Shepard Books (1993), with a simultaneous Spanish edition **Pablo Requerda: La Fiesta de El Dia de los Muertos.**

The award is named after Pura Belpre, the first Latina librarian from the New York Public Library, who as a children's librarian, author, and storyteller enriched the lives of Puerto Rican children in the United States through her pioneer work of preserving and disseminating Puerto Rican folklore stories. The award will be given biennially.

NEW IN THE WORCESTER COLLECTION: VISUAL DICTIONARIES

by Sharon Hendricks, Reference Librarian

Macmillan Visual Dictionary. Macmillan Pub., Co, 1992. $45. (a 1996 edition soon to be issued at $65)

Dorling Kindersley Ultimate Visual Dictionary. Dorling Kindersley, 1994. $39.95.

What's What, a Visual Glossary of the Physical World, by Reginald Bragonier, Jr. and David Fisher. Hammond, Inc., 1991. $24.95.

Visual dictionaries are nice items to have in stock. They are useful at the moments when you have the picture of a "thing" in your mind's eye, but do not know or remember the precise term for it. What is that little doohickey which is plastic or hard metal and located at the end of a shoelace? It's a "tag" or "aglet". Well, what's the loop on a belt located near the buckle called? It's a "keeper".

The three visual dictionaries listed above try to fill this informational gap. They are all nearly the same size and are lavishly illustrated. Macmillan and Dorling Kindersley (DK) are mostly in color and **What's What** has beautiful illustrations in black and white. The Macmillan volume boasts 3,500 color illustrations, 25,000 terms and 600 subjects. DK claims 50,000 terms, 270 major entries and 14 sections on everything from the prehistoric earth, physics and chemistry, to sports, the arts, and music. **What's What** is more modest and boasts not at all, merely calling itself the "whatchamacallit book."

DK's volume presents objects far removed from everyday life; it's useful, but redundant to a basic collection. It does not cover parts of clothing at all. Its strength lies in the anatomy of components of transportation, even including the parts of the 1915 Model T Ford.

The Macmillan offering is similar in format but contains items more familiar to most readers, including apparel (but not from continents such as Africa). **What's What** is the oldest of the volumes, with a new edition due soon. It is the best basic volume of the three because it includes items that are part of everyone's life. For example, I looked up the simple "paper clip". DK did not cover it at all; Macmillan showed only a picture of a group labeled "paper clips". **What's What** not only named it "paper clip/gem", but informed the reader that it has seven parts and provided a list. This is the sort of trivia that librarians have to deal with every day. **What's What** does a better job at less cost. If you are flush or still at a loss for words, the others are a nice addition to the collection.

AV SHOWCASE

by Anne Hendrickson, AV Center Supervisor

(Editor's note: this new column will present recent, noteworthy additions to the AV center collection. Contact the AV Center to reserve them.)

VIDEO

A & E's highly acclaimed version of Jane Austen's *Pride and Prejudice*, (VH04387) follows a spirited. rebellious young woman and her four sisters through the games of love in 19th century England. Stars Jennifer Erle, Alison Steadman, Colin Firth and Benjamin Whitrow (300 minutes). Compare this version with the 1940 production (VH03892) starring Greer Garson. Lawrence Olivier, Edna May Oliver and Maureen O'Sullivan. Other recent film adaptations of Jane Austen's

novels are *Persuasion* (VH04382) starring Amanda Root and Ciaran Hinds, and *Sense and Sensibility* (VH04450) starring Emma Thompson, Alan Rickman, Kate Winslet and Hugh Grant.

☆☆☆

Masterpiece Theatre's production of George Eliot's *Middlemarch* (VH04386) stars Rufus Sewell, Juliet Aubrey, Robert Hardy and Douglas Hodge. In 19th century England, a young, idealistic doctor is drawn into a battle dividing society into conservatives and liberals (357 minutes).

☆☆☆

French director Claude Lelouch's adaptation of Victor Hugo's *Les Miserables* (VH04229), updated and set in Nazi occupied France, stars Jean-Paul Belmondo as Henri Fortin whose life parallels that of Jean Valjean, Victor Hugo's hero. With Michel Boujenah, Alessandra Martines and Annie Girardot. In French with English subtitles (175 minutes).

☆☆☆

America's War on Poverty (VH04317 to VH04321), a 5 part series aired on PBS, examines the poverty programs created during the 1960's "when America seemed to possess inexhaustible natural and technical resources and an abundance of good will." Produced by Henry Hampton (*Eyes on the Prize; Eyes on the Prize Ii: the Great Depression*). (300 minutes).

☆☆☆

BOOKS ON TAPE

In *Harry S. Truman,* Robert H. Farrell recreates the life of President Truman from his childhood to his death. Read by Nelson Runger on 16 cassettes (1395 minutes).

Great Time Coming by David Falkner chronicles the life and times of Jackie Robinson. Read by Richard M. Davidson on 11 cassettes (900 minutes).

☆☆☆

James Joyce's classic novel *Ulysses* details the events of a single day in Dublin, June 16, 1904. Read by Donal Donnelly and Miriam Healy-Louie on 30 cassettes (2430 minutes).

☆☆☆

To the Gates of Richmond by Stephen W. Sears follows General George McClelland's advance up the Virginia peninsula as he attempts to destroy the Confederate army in Richmond. Read by Nelson Runger on 12 cassettes (1020 minutes).

NEW IN THE REGIONAL COLLECTION

Achieving School Readiness: Public Libraries and National Education, by Barbara Immroth and Viki Ash-Geisler. Conference proceedings detailing children's language acquisition and learning styles and the role of public libraries. RCO j027.62.

Banned Books Resource Guide, 1996. by Robert P. Doyle, ALA 1996. Includes "Books Challenged or Banned in 1995-96" and the comprehensive list, "Some People Consider These Books Dangerous."

Youth Participation in School and Public Libraries: It Works. Compiled and edited by Carolyn Caywood. Ways to plan and implement youth participation. RCO Qj027.62.

$PECIAL RATES ON REFERENCE BOOK$

Two reference works are available to libraries through special offers. They are:

The **Oxford Classical Dictionary,** 3rd edition. 20% larger with more than 800 new entries, the dictionary is 1,700 pages and contains over 6,000 entries ranging from long articles to brief identifications. The full retail price is $75, but the EMRLS is coordinating a group purchase to reduce the expense. The net cost will be reduced by 20% if 1 - 4 are ordered, 25% if 5 - 20 are ordered; 30% if 21 - 50 are ordered; and 35% if over 50 are ordered. Ed Montana in the EMRLS will place the group order and a bill will be sent to your library at shipping time. Orders will be accepted by Regional Delivery, US mail (Ed Montana, ERO, c/o Boston Public Library, Copley Square, Boston 02117), or fax (617-267-0364) only until 8/31. Your request must include the number of copies to be ordered; your library's name, address, community; contact person and title.

The **McGraw-Hill Encyclopedia of Science and Technology,** 8th edition. Due to be published in spring, 1997, with a list price of $1,750, this pre-publication offer for CMRLS libraries is $1,495 with shipping included. In order to receive the discount, you must mention that you represent a CMRLS member library. To order or for more information, contact: Kevin Coyne, Eastern Book Company, P.O. Box 4540 DTS, Portland, ME 04112, telephone 800-937-0331. The offer is valid through December 31, 1996.

AVAILABLE

The Westborough Public Library has 3 free-standing card catalogs, 67.5" x 41.5", with 30 drawers/side (a total of 60 drawers/catalog). Contact Carolyn or Donna, 508 366-3050.

DIRECTORY UPDATE

The **Leicester Public Library** has a new dedicated fax number: 892-7045.

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The new hours for the **Taft Public Library** in Mendon are: Monday-Thursday, 9:00 a.m.-8:00 p.m. and Friday, 9:00 a.m.-5:00 p.m. After Labor Day the library will also be open on Saturdays, 9:00 a.m.-2:00 p.m.

JOB OPENINGS

CHILDREN'S LIBRARIAN, Hudson Public Library. Full-time Children's Librarian to join staff of medium size library. Duties include direct assistance to children and families; reference; story hours and other programming; collection development and school visits. Good oral and written communication skills necessary. Schedule includes one Saturday/month and one night/week. Automation experience necessary; experience with C/W MARS preferred. MLS from ALA-accredited program required. Salary range $24,898 - $32,764 in eight steps. Apply to Patricia E. Desmond, Director, Hudson Public Library, Wood Sq., Hudson, MA 01749. Resume deadline: Monday, September 30. Review of applications will begin on September 9. AA/EOE.

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ADULT SERVICES LIBRARIAN, Forbush Memorial Library, Westminster. Qualifications: Bachelor's Degree. Experience in libraries. Experience with public library procedures. Familiarity with automated systems. Knowledge of Winnebago and C/W MARS preferable. Good communication skills. Duties: Responsible for interlibrary loan, periodical collection, vertical file, CD/ROM databases, etc. Responsible for keeping up with new technology. Responsible for instructing the staff and the public in use of the new technologies and various computers and databases. Assist the general public with reference questions. Serve at the circulation desk. We are in the process of a renovation/new construction project. You must be prepared to be adaptable and forgiving. 20 hours a week; every other Saturday, two evenings a week, $9.17/hour; benefits. Send resume and cover letter to Alfreda Altobelli, Director, Forbush Memorial Library, P.O.Box 468, Westminster, MA 01473 by August 23, 1996.

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Booktalkers wanted: energetic, enthusiastic educators and professionals to promote the joy of reading through spirited booktalks in New England schools. Candidates must be motivated, independent, and have knowledge of children's literature. Training and materials provided; some travel necessary. Per diem compensation. Contact Scholastic Book Fairs at 1-800-526-3343.

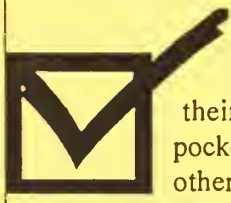
FREEBIES: NEW REASON TO READ E-MAIL

(reprinted from the July 15 edition of Cracker Crumbs)

There are already great reasons to read your e-mail: to participate in dialog with colleagues who share your interests; to get national news almost as fast as it happens; to stay up-to-date on CMRLS events; and to receive bibliographies compiled by librarians all over the country. Now there's another: beginning in September, the CMRLS "Freebies" section will be delivered to library directors' electronic mailboxes as items are received by the Regional Office. As always, the books, equipment and promotional items that are listed as freebies will go to the first responders.

If you are already enjoying your e-mail, you may be aware that Regional Consultants Jan Charbonneau and Carolyn Noah offer an electronic "relay" service. Both read national listservs and forward messages of wide interest to CMRLS librarians who have been included on their distribution lists for youth and adult services. If you are not receiving forwarded messages from PUBYAC or PUBLIB, contact Carolyn or Jan to be added to the mail lists. Also contact them if you are receiving forwarded messages and would like them to stop.

SUPPLY CO-OP UPDATE



University Products has informed the Region that their paste for book pockets, book plates and other ungummed materials (Catalog numbers 477-0224 and 477-0223) has been discontinued. These items are listed on page 1 of the Supply Cooperative list. In light of this, low bid for these items has been awarded to Gaylord Brothers. Please adjust your records to reflect the following: one gallon size, catalog number 2982 at the cost of $7.33; one quart size, catalog number 2981 at the cost of $1.87.

Librarian's Helper cataloging program, version 5.0 for the IBM-PC, XT, AT. If interested, call Harvard Public Library at (508) 456-4114.

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The Northborough Free Library is offering the following reference books:

Directory of Medical Specialists 1991-92 (3 vols.)
Physician's Desk Reference (PDR) 1994
PDR for Non-Prescription Drugs 1994
1994 Physicians GenRx
Folio's Medical Directory of Massachusetts 1993
The Official Museum Directory 1992
Moody's OTC Industrial Manual 1993
The United States Government Manual 1993/1994
Peterson's: An overview: Graduate & Professional Programs, Book 1, 1993
Magazines for Libraries (Bill Katz) 7th ed. 1992
McGraw-Hill Encyclopedia of World Drama (3 vols) 1972
American Library Directory, 1991-92, 1992-93 (2 sets)
Books in Print O.P.-O.S.I. '93-94
Books in Print Publishers 1993-94
Who's Who in America 1992-93 (2 vols)
Peterson's Graduate Programs in Business, Education, Health & Law 1993
Peterson's Graduate Programs in Humanity & Social Science 1993
Peterson's Graduate Programs in Engineering & Applied Sciences 1993
Peterson's Graduate Programs in Physical Sciences & Mathematics 1993
Peterson's Graduate Programs in Biological & Agricultural Sciences 1993
Acronyms, Initialisms & Abbreviations Dictionary 1992
Hoover's Handbook of American Business 1992, 1993
Congressional Quarterly's Federal Regulatory Directory 1990
New England Speaker Sourcebook 1992
Regional Industrial Buying Guide 1992, 1993 (Eastern New England)
Regional Industrial Buying Guide 1992, 1993 (Western New England)
Congressional Quarterly's Politics in America 1994
Encyclopedia of World Literature in the 20th Century 1967 (4 vols)

Call the Northborough Free Library at (508) 393-5025 if interested.

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The Merriam-Gilbert Public Library in West Brookfield is beginning renovation in the fall and has a heavy shelf-list (split drawer) filing cabinet (4 drawers) and many scrap catalog cards. If interested call Mary Hulser at (508) 867-1410 or fax (508) 867-1409.

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1994 Acronyms, Initialisms & Abbreviations Dictionary (3 parts).

The MVR Book Motor Services Guide, 1995 and The MVR Decoder Digest, 1995.

Panasonic KX-T1455 Automatic telephone answering machine (dual standard cassettes)

Call Maureen or Claudia in the Regional Administration Office to be included in the lottery for these items.

Recharge: We Caught the Spark, summer reading program wrap-up. Monday, September 9, 10 -12, Gale Free Library, Holden. Register with CMRLS Office by 9/1.

☆☆☆

Smallest Great Poems in the World, featuring Rosemary Wells. Presented by the CMRLS/EMRLS, sponsored by Candlewick Press. Wednesday, September 11, 10 -12. Bellingham Public Library. Register with Regional Office by September 1.

☆☆☆

Up the Leadership Ladder, an ALSC/ALTA National Institute. Milwaukee, WI, October 24 - 26. Includes sessions on "Combining Mentoring Savvy with Political Strategies that Benefit Libraries", "Using a Group Process to Talk About Books", "Public Library Partnerships", "Connectivity". Members: $225 / non-members $318. Call the Regional Office for a copy of the brochure.

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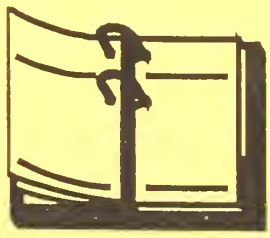
Jordan Miller Storytelling Program, sponsored by NERTCL/NELA, on Friday, November 1, at the Cliff House, Ogunquit, ME. **Ashley Bryan** is the featured storyteller. Members: $35/non-members $45. Contact: Susan Raskin Abrams, Newton Free Library, 617-552-7145.

UPCOMING CRUMBS DEADLINES



September 11, 25, October 9, 23. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

July 15, 1996

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CRACKER CRUMBS is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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IN THE REGION cmrls

Welcome to **Alyson Howe**, who returns as Young Adult Librarian to the Northborough Free Library. Alyson served as Northborough's YA Librarian briefly in 1992, and since has worked in public libraries in Marblehead and Quincy.

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Elizabeth Watson, Chief Librarian, Fitchburg Public Library, has been elected President-Elect of the Association for Library Services to Children (ALSC), a Division of the American Library Association (ALA).

☆☆☆

Thursday nights in July and August are **Family Reading Nights**, according to a proclamation by the Town of Grafton's Board of Selectman. Children's Librarian **Sheila Granger** encouraged the Board to recognize the importance of reading to young people during the summer.

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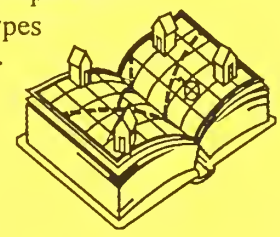
Carolyn Noah, Regional Consultant, has been elected to serve as a member of the ALA/ALSC Newbery Committee.

STRATEGIC PLAN PHASED IN

The state's FY '97 budget included an appropriation of $2.2 million to enable the MBLC to begin implementation of the Strategic Plan for Libraries. The funding initiates the first major step in a three-year phase-in of the Plan, calling for the Regional Systems to provide services and offer memberships to all types of libraries in their areas. Additionally, it provides significant support for automated resource sharing networks such as C/W MARS. It is expected that the boundaries of the Central and Western Regions will remain reasonably stable, while the Eastern Region will split into 4 new Regions. Each Region will serve approximately 1 million people. In FY '97, each new Region can apply for and receive $50,000 to establish itself as a multitype cooperative. The alliances should lead to much higher levels of cooperation among all types of libraries -- public, school, academic and special.



IPC TO EVOLVE FROM PREPLANNING COMMITTEE

The formation of an Interim Planning Committee (or IPC) is in progress earlier than had previously been predicted, upon receipt of the Strategic Plan funding news. At its meeting on June 18, the CMRLS

Preplanning Committee discussed its formation.

Upon hearing that the new Regional boards will include at least 4 public, 2 academic, 2 special, 2 school and 1 lay member, the Committee decided to double those numbers to determine the membership of the IPC. Special libraries were considered as representing 4 basic types: law, corporate, health, and institutional. Academic and school libraries can be divided into public and private members. To the seven existing public library representatives on Preplanning, the Committee agreed to add an eighth, representing Children's Services interests. Both Preplanning and IPC Committee members will be invited to the next meeting, scheduled for Wednesday, August 7, at Assumption College, and it is expected that IPC appointments will be finalized then.

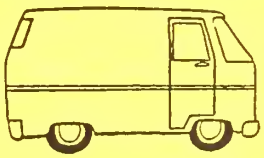
Keith Fiels noted that petitions from regions would be expected by mid-August, and that IPC members should plan to attend a two-day conference on September 25 and 26, at Endicott College in Peabody. IPC participants can expect to spend up to two days a month on additional committee and subcommittee meetings during at least the first six months of FY '97, he added.

In answer to a question about target date for operation of the new regions, Keith said that because it takes a couple of months for each year's budget to be forthcoming from the legislature, full operation would not be likely before September, 1998. He also said that all regions would need to file to become corporations, including the WMRLS which may need to undergo a cessation of its existing corporation and the start-up of another.

Draft timetables call for the IPC to complete a *Plan of Service* and *Program and Budget* for the new Regional Library System by June 30, 1997; subject, of course, to appropriation. These plans and budgets will serve as the basis for each region's first two years of operation beginning on July 1, 1997. A contingency *Plan of Service* and *Program and Budget* for FY'98 (based on level funding) will be prepared as usual by the existing Advisory Council Planning & Budget Committees, for approval by the Board of Library Commissioners in December 1997.

NEW DELIVERY SERVICE CONTRACT AWARDED

Both commercial courier routes, the Worcester/Fitchburg daily run and the Northern Libraries route, were recently bid together, and a new low bidder emerged. The one-year contract was awarded effective July 1, to Bill Fassett of Green & White Courier Service on Chandler Street in Worcester.



The outstanding service the Region has received for the past several years from Norm Boucher of Eastern Carrier Service in Leominster, has caused delivery recipients understandable apprehension about the prospects of change. Alice Atanian, Jackie Belisle, and Anne Parent have met and spoken several times with the manager of the new service, however, and report that he is enthusiastic and confident about the undertaking, and the savings for the Region are significant.

The contract offers the vendor the right to establish new delivery times, as long as they fit into the contractual guidelines of days, hours, and other availability such as keys and lock boxes. As of this writing, it looks as though libraries receiving morning delivery are likely to have unchanged hours, while the afternoon deliveries may vary in time somewhat from the former courier's hours.

It is hoped that schedules will be sufficiently firmly established to distribute a new schedule to all libraries in early August. If member libraries experience any difficulty during the transition period, they are invited to call Alice at 799-1684 or Jackie at 799-1685.

PROGRESS REPORT: CENTRAL REGIONAL ATLAS, AV POSTERS, FAX "LOANERS," LOCK BOXES

1 *Atlas.* Thanks to all member libraries that sent back corrections to the DeLorme town maps received for review. Due to the large number of corrections received, it is taking some time to finalize the atlas. Roger Debenham is projecting the end of July for the finished product -- one that promises to be worth waiting for by its ultimate usefulness!

2 *AV Posters.* The long-awaited posters publicizing availability of the Regional audiovisual collections are also "in the works." Printing of the posters is pending establishment of an Internet address for the company that services the AV electronic booking system, so that it

can be included on the poster. With this address, library staff and the public will be able to search the entire holdings of the CMRLS AV Center via the World Wide Web. The Region plans to have the posters made in two sizes, 8 ½ x 11, and 11 x 17. One poster of each size will be sent to each library, with the exception of the five largest libraries, which may receive extra copies. August is the target month for this distribution.

3 *Fax.* Remember that the Region has acquired two fax machines to be used as "loaners" to CMRLS member libraries to facilitate interlibrary loan. At the time of this printing, one is on loan and one is available.

4 *Lock boxes.* Seven libraries have currently been targeted to receive lock boxes to facilitate delivery of materials when the libraries are closed. The lock boxes are under construction and are scheduled for installation during mid- to late-July. Funds for five additional lock boxes have been budgeted for FY'97, so if this sounds useful for your library, call the CMRLS Office with your request.

CMRLS PROGRAM "NO SHOWS" RECEIVE LETTERS AFTER-THE-FACT

If you were one of the "no shows" at either the June 10 Materials Selection or the June 11 Technology Training workshops, you may feel guilty or resentful or a combination of the two, because of the letter you received letting you know that CMRLS staff was confused and frustrated by an actual attendance rate considerably lower than the one projected by the registration tallies. You were one of many, so there is no need to feel singled out. Staff is hopeful you will bear no ill will, but will simply become more attuned to checking your schedule a few days before a meeting for which you have registered, so that you can give the CMRLS office notice if it looks like you can't get there.

Member librarians lead busy lives. One result is that recent Regional programs are experiencing a higher than ever rate of absenteeism at programs and workshops that could be accommodated, if only it were known in advance; excluding, of course, the *occasional* emergency staffing or other situation.

Regional service values associate a minimum cost of $250 with each registration, to account for the time and materials involved in the creation of such professional development opportunities. Although you may look at these as free programs because you pay no registration fee, the cost to the Region is substantial. "No shows" cheat all member librarians of valuable resources that could have been used otherwise.

When the Region develops programs with member library staff needs in mind, they deduce interest level from registration numbers. If attendance drops below a minimum level programs are canceled or rescheduled. When many have registered but simply never show up, and either call the same morning or do not call at all, the program must proceed as originally planned. In the case of limited seating, as in computer laboratory sessions, other librarians are often turned away in order to seat those who leave empty seats after all. Member librarians are urged to be realistic about the professional development needs with which the Region can offer assistance. Please remember to check your calendar regularly for upcoming commitments, and let us know a week in advance if you can't keep them. With your help Regional funding can be used wisely, to ensure that opportunities to participate may be evenly shared by all.

LIBRARIES RECEIVE MYSTERY DONATION

Sylvia Buck, Librarian at the Warren Public Library, reported that her library had received a mysteriously donated subscription to *The Smithsonian*. Even when she tracked the name of the responsible donor, the gift remained a mystery. The Smithsonian's "Adopt a Library" program may be the source. For $15, according to a letter addressed "Dear Member", the Institution adopts a library in the member's name. The library receives the publication (a $36 newsstand value) for a year and a sponsor card to advise it of the gift. The member receives the name of the sponsored library.

The letter to potential sponsors listed several examples of libraries under duress in its anecdotal evidence of the need for such a program -- one was the Worcester, MA, Public Library.

LIBRARIANS AT THE WHEEL

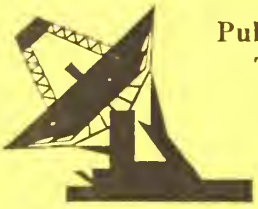
Responding to budget cutters who would replace people with "intelligent software agents", three reporters for the *Christian Science Monitor* (6/4/96) conducted a study to determine whether a computer program could do what a librarian

does. The studies were conducted in corporate libraries at Apple Computer in Cupertino and Hewlett-Packard Research Labs in Palo Alto, CA. Their conclusion: "...it would be virtually impossible for a software agent to replace librarians for several reasons not generally understood." In brief, their points were:

- Librarians are more than technicians. They analyze problems as well as find answers.
- Librarians can seek information even when their clients can't figure out what they want.
- Librarians understand when a database returns "lousy" information because it has not been updated or well-indexed.
- Librarians have the expertise to do searches most cost-effectively.

The *Monitor* article was subtitled "In the information-gathering business, the human touch and expertise are irreplaceable."

ELECTRONICALLY SPEAKING



Public Internet Training

Two CMRLS libraries are offering Internet training for the public this summer, and welcome library staff to enquire or observe. Both provide text-based lynx access to the WWW. They are:

The Fitchburg Public Library, which offers a 1-hour abbreviated version of its 3-session sequence (covering menus, search tools, and using URLs). In addition, trainer Barbara Friedman provides sessions for individuals with special interest in genealogy, jobs, and education. Times vary and include morning and evening schedules. For more information, contact Barbara at 345-9635.

The Worcester Public Library, which provides general introductions at 9:30 a.m. on Wednesdays and Thursdays and 6:00 p.m. on Mondays and Tuesdays. These sessions combine an informational period as well as hands-on opportunities. During July, contact Sharon Hendricks or Joy Hennig for more information; in August, Cathy Oles, all at 799-1655.

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PC Maintenance

Roger Debenham prepared some useful tip sheets for the June 28 PC Maintenance workshop, and they will be sent to all member libraries soon. The principal handout has been slightly revised since the session, and will continue to be updated as new troubleshooting experiences are encountered or reported by member library staff. Tips on managing computers in the "real" library world are welcome at any time. Especially appreciated are reports about your library experiences with specialized utility programs or computer security or menu software.

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Internet Factoids

- Number of Christine Lavin songs containing a URL: 1.
- Security incidents reported to the Computer Emergency Response Team in 1995: 2412
- Security incidents reported to the Computer Emergency Response Team in 1988: 6
- Percentage of comics in the *Boston Globe* listing e-mail addresses: 38
- Percentage of comics in the *Boston Globe* listing URLs: 21

(from "The Internet Index", number 13, June 9, 1996, compiled by Win Treese. To subscribe, send a message saying "subscribe internet-index" in the body to: internet-index-request@OpenMarket.com)

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MLIN Update

by Roger Debenham, Consultant

If your library was qualified to receive a new Pentium 90 computer under Phase 2 of the MBLC MLIN project, you have probably received it by now. If so, unpack it and make sure everything is working properly. These computers were shipped with a 15" color monitor, a Windows 95 keyboard and a mouse. The system unit will be in either a tower case or desktop case depending on what you requested. It includes 16MB of RAM, an 850MB hard drive, a 64-bit video card with 2MB DRAM, a 3.5" and 5.25" combo drive, an internal 4x CD-ROM drive and Windows 95 installed. If you requested it, or if you were in the Ultranet service area when the bid was awarded, you will also have a 28.8 internal fax/modem installed.

Please remember that this computer system did not include a printer, a sound card or installation. If you intend to use multimedia CD-ROMs on this unit, you should acquire a SoundBlaster compatible 16-bit multimedia sound card, preferably one that is clearly marked "Plug and Play" for compatibility with your new Windows 95 operating system. You will also need speakers. Call me for more information on sound card options.

If you are missing any components, or having hardware problems with the MLIN II computer, call Data Expert at (800) 328-2397 and ask for

Helen or Joey. Data Expert is obligated to replace defective equipment within 24 hours. There is a one year onsite, 3 year parts and labor warranty on these units. If you are having problems getting prompt replacement service from Data Expert, please document and report the problem to Donna Augustus or Anne Thibault at the Western Mass. Regional Library System, at (800) 282-7755. WMRLS coordinated procurement of the MLIN computers for all three regions.

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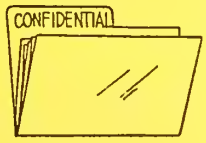
Sites to See
Cyberspace Law for Non-Lawyers

An online seminar covering electronic copyright, trademark, and fair use in layperson's language. The information is presented by Prof. Larry Lessig, University of Chicago Law School, Prof. David Post, Georgetown University Law Center, Prof. Eugene Volokh, UCLA School of Law, the Cyberspace Law Institute and Counsel Connect, the online community for lawyers.
http://www.counsel.com/cyberspace

SCHEDULE TO CHANGE *FIRSTSEARCH* PASSWORD ANNOUNCED



As most who read this will know, CMRLS maintains a single FirstSearch reference database account with NELINET, and distributes the current password to member libraries for the use of library staff (only, and NOT members of the public) in searching files through Internet connections, via C/W MARS or otherwise. Retrieval of needed information sometimes takes several searches, and each search costs the Region $.50 at current sale prices. Member libraries reportedly find this to be a useful Regional service, but when it is misused it can waste valuable resources.

One way to minimize the risk of the password "leaking" to unauthorized users, as is likely to have happened a couple of months ago when 2,000 searches were used in only three or four days, is to change it on a regular basis. If it is not changed until a problem occurs there is no time for forewarning. During the recent crisis each library using FirstSearch had to call the CMRLS Office individually to get the new authorization.

The password will therefore be changed routinely on the first day of each quarter. As it has fairly recently been changed, the first quarter affected will begin on October 1, 1996, and the password will change again on January 1 and April 1 through Fiscal Year 1997. Two weeks beforehand, the CMRLS Office will begin preparing and sending out the new password to each member library, in a sealed envelope marked "FirstSearch Implementation Coordinator."

Each library director may decide to take personal responsibility or to delegate receipt of the password to a Head of Reference or other appropriate staff person. Receipt of the envelope by each library is targeted for at least one week before the change actually occurs. Of course given a sudden suspicious jump in use between scheduled changes, emergency measures will again be taken.

Please guard the FirstSearch password carefully, so that it will remain an affordable means for CMRLS to allow all member libraries to continue to share in this important reference resource.

CHILDREN'S SERVICES NOTES

1997 Summer Reading Program Committees Forming

Celebrate! Read! is the theme for the 1997 summer reading program, and committees are being formed now to help organize the program as well as the Regional orientation workshop.

Participants are sought to join the CMRLS workshop planning committee. Members design and produce the half-day summer reading program workshop scheduled for Monday, March 17, 1997, at the Auburn Public Library. The group meets three times, tentatively on Friday, November 22, 1996; Monday, March 3; and Monday January 20, 1997. Those who'd like to help out on this project should contact Carolyn Noah at the Regional Office, by September 15.

CMRLS representatives to the state steering committee, which works concurrently, will be: Jo Ann Magee, Fitchburg; Natalie Marsh, Littleton; Brenda Metterville, Spencer; and Jackie Shartin, Shrewsbury.

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Storytime Kits Unveiled

The AV Center has merged Storyhour Kits and Daycare Kits into a new format called Storytime Kits. The new format is available to libraries, daycare providers and other preschool organizations. The advantages of the merger are that librarians will have access to 235 kits

instead of only 123 and preschool groups will be able to book kits that remain inactive during certain times of the year.

Libraries, of course, will have unlimited access to the kits, whereas preschool groups may have no more than 10 kit bookings on file at one time.

Storytime Kits will be available beginning on July 22, 1996. No current bookings will be affected, and there will be no changes in the booking procedure. Since many kits have been revised, updated and retitled, don't be alarmed if you receive a new kit on the same topic or theme.

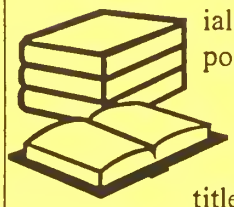
LIFE PROJECT RECEIVES NATIONAL GRANT

Library Information for Educators: LIFE, a project of the Children's Issues Section (CIS) of MLA and the MA School Library Media Association, has received national recognition and an American Association of School Librarians (AASL) / ABC-CLIO grant. The grant will fund a symposium for librarians, educators, and higher education instructors on the value of information to the new paradigms in teaching. The LIFE project grew out of the MA organizations' annual "Hand in Hand" conferences and is part of an ongoing collaboration. For more information, contact CIS chair Diane Hilchey Chandler at the Nevins Memorial Library, Methuen, telephone 508-686-4080.

DIRECTORY UPDATE

The Children's Librarian position in Westminster is still open, and Vicki Whiting is still the Children's Librarian in Princeton.

BOOK DEPOSITS FOR LOAN



CMRLS has materials available for deposits on quilting or gardening. Also on hand are large print juvenile titles. Contact Jackie Belisle (799-1685) or Alice Atanian (799-1684) if you are interested.

NEW IN THE WORCESTER COLLECTION

by Sharon Hendricks, Reference Librarian

The Olympic Factbook, A Spectator's Guide to the Summer Games (Visible Ink, $17.95, 1996) is a compact volume that arrives just in time for the games in Atlanta. It was last published in 1992, the last time the Winter and Summer Games were held in the same year. The *Olympic Factbook* is *the* guide to the Games whether they are viewed in person or via television coverage. It is alphabetically arranged by sport, Archery - Yachting. Each sport is given full treatment -- history, rules and regulations, who the top contenders are with short biographies, who the past winners were and when the competitions are slated to take place. There is a trivia quiz at the close of each chapter. Also included are highlights of memorable events or incidents, not necessarily sports related. An index of sports figures is located at the back of the book. The Schedule of Events is located there as well, arranged by day and by hour. The games are to be broadcast by NBC in the U.S. and CBC in Canada. Many events may not be televised at all.

AVAILABLE

Monica Driscoll Beatty, author of *Blueberry Eyes,* a picture book about eye treatment and self-image for children 3 -10, is available for visits to libraries in the Central Region. Ms. Beatty is currently a resident of Belmont, MA, but was born and raised in Whitinsville. Her program is offered free of charge for school-aged children and their parents. Contact her at 617-484-3637 for more information.

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Randy Kafka, trustee of the Hudson Public Library, has written a book entitled *Bloom Where You Are Planted: A Spiritual Guide to Putting Down Roots*. She is available to visit your library for a meet-the-author event. Phone:508-562-4618. E-mail: swiftriver@cybercom.net;

JOB OPENINGS

SUPERVISOR OF CHILDREN'S SERVICES. Fitchburg Public Library. The library built with children's 1 million pennies (with a little help from others!) seeks dynamic leader for children's services. Nice facility, great staff, resurgent community, library enjoys terrific reputation and tradition. Help us grow. Lead us into the 21st century. Send resume to Elizabeth Watson, Fitchburg Public Library, 610 Main Street, Fitchburg, MA 01420. Applications close 7/31.

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CHILDREN'S AND YOUNG ADULT LIBRARIAN - Town of Upton. Part time 20-24 hours per week. Community of 5600 seeks creative, energetic individual with a strong public service orientation to provide services to children and young adults. Leadership and communication abilities a must. ALA-accredited M.L.S. in progress or

completed, or School Library Media certification sought. Managerial duties related to budget, collection development, automation, programming and general library operations. Starting salary: $12.50 per hour. Send resume to: Rena Richard, Chairman, Board of Trustees, Upton Town Library, P.O. Box 1196, Upton, MA 01568. Closing date of application is July 24, 1996. EEO/AA. M/F/V/H.

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HEAD OF TECHNICAL SERVICES - Brockton Public Library. Qualifications: ALA-accredited MLS degree with experience cataloging in an automated library environment. One year successful experience as a library supervisor and reading knowledge of Spanish, Portuguese and/or French preferred. The City of Brockton requires residency within one year of appointment.

Duties: Responsible for the supervision of the full range of technical services in a library system that is preparing for automation through membership in the DYNIX-based Old Colony Library Network (OCLN). Incumbent will be responsible for organizing the conversion of the collection to the OCLN database; implementing cataloging procedures consistent with OCLN policies; hiring, training, supervising and evaluating departmental personnel. Evening and Saturday hours in Adult Services Department required.

Starting Salary: $27,305 (35 hour week) plus $1,100 educational increment for MLS. Standard benefits. Closing date August 1, 1996. Send resume and letter of application to: Diane Pacheco, Director, Brockton Public Library System, Brockton, MA 02401.

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REFERENCE LIBRARIAN - Brockton Public Library. Qualifications: Bachelor's Degree required; MLS preferred. Technical skills with searching the Internet and on-line services preferred. Ability to converse in Spanish, Portuguese, or Creole preferred. Background or interest in business, political science, sports and history desirable. The City of Brockton requires residency within one year of appointment.

Duties: Actively assists adult and young adult patrons in securing information and in using the resources of the library; selects non-fiction books and non-print material in designated areas assigned by Head of Adult Services; works with community agencies and groups to extend library services to groups that are underutilizing library resources; maintains displays and exhibits; prepares reader advisory materials and aids; works in the Fiction Room on a fill-in basis as required. Evening and Saturday hours required.

Starting Salary: $24,007 (35 hour week) with educational increments for BA, MA or MLS. Standard benefits. Closing date August 1, 1996. Send resume and letter of application to: Diane Pacheco, Director, Brockton Public Library System, Brockton, MA 02401.

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FICTION READERS' ADVISOR - Brockton Public Library. Qualifications - Bachelor's Degree required; MLS preferred. Knowledge of a variety of popular fiction genres and the ability to converse in Spanish, Portuguese, or Creole is preferred. Background in English and American literature desirable. The City of Brockton requires residency within one year of appointment.

Duties: Provides readers' advisory service to adult and young adult patrons; selects fiction, large print and non-print material as assigned by the Head Adult Services Librarian; selects material for delivery through PROJECT OUTREACH to persons unable to visit the library; works with community agencies and groups to extend library services to groups that are underutilizing library resources; maintains displays and exhibits; prepares reader advisory materials and aids; assists patrons in securing information and in using the resources of the library; works in the Reference Room on a fill-in basis as required. Evening and Saturday hours required.

Starting Salary: $24,007 (35 hour week) with educational increments for BA, MA or MLS. Standard benefits. Closing date August 1, 1996. Send resume and letter of application to: Diane Pacheco, Director, Brockton Public Library System, Brockton, MA 02401.

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LIBRARY DIRECTOR - Town of Lancaster. Qualifications: ALA-accredited MLS required. Excellent interpersonal skills essential. Progressively responsible experience in public libraries desirable. Familiarity with library automation systems, networks (C/W MARS), and microcomputers highly desirable.

Duties: Responsible for all aspects of library service including supervision of staff of 5, budget preparation, strategic planning, collection development, community relations, grant writing, special collections, building maintenance, etc. Represents library at C/W MARS, CMRLS, and other professional meetings. Ideal candidate should have both a vision for the future and an appreciation for the past. Library

has completed building feasibility study which includes additions and renovations to 125-year old building. Application submitted to MBLC for Grant Round II.

Salary: 2/3rds time position (26 hr./40 hr. work week) Includes 1 evening/wk. and 1 Saturday/mo. $14.82 per hour. Has potential to become full time in future. Closing Date - July 17, 1996, 5:00 p.m. Send letter of application, resume, and 3 references to: Board of Trustees, Lancaster Town Library, P.O. Box 5, 717 Main Street, Lancaster, MA 01523. Official Town employment application form will be sent upon receipt of resume, or may be picked up at the Library.

TO THE MASS. SUPPLY CO-OP PARTICIPANTS

Brodart Supply Division has contacted the Region because, through a mail mix-up, they did not receive bidding info on our latest supply co-op. To compensate for this problem they will extend a 20% discount off list prices in their current catalog (excluding furniture, equipment, machines and 3M security systems/strips). For further details contact Maureen Boyda in the Regional Administration Office.

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Vernon Library Supplies, Inc. has a new address: 2851 Cole Court, Norcross, GA 30071 (800) 878-0253.

An exhibit of photographs, postcards, old catalogues, newspaper clippings and other artifacts showing the **history of libraries in Marlborough**. In the rear foyer of the Marlborough Public Library during July.

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Using the Internet for Collection Development, presented by Elizabeth Thomsen of NOBLE, at the Reuben Hoar Library. Friday, August 9, 9:30 - 12. Elizabeth's book on the subject is being published this summer. Contact: Marnie Oakes, phone 508-486-4046; e-mail reubenh@ma.ultranet.com.

FREEBIES

The Lawrence Library in Pepperell has 400-500 clear plastic video cases (no pockets) free for the asking. Contact Bev Camp at (508) 433-0330.

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The Political Almanac Massachusetts, 1995. 2 Vols. (Executive and Legislature). Call Maureen or Claudia in the Regional Administration Office if you are interested in being included in the lottery for this item.

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The Fitchburg Public Library was recently given a large collection of fairly current Massachusetts telephone directories. If you are interested, contact Freda Chabot on the WATS line or 345-9635.

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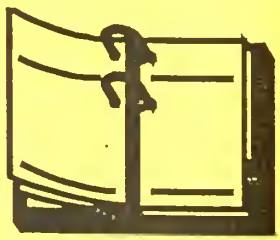
Large print titles weeded from the CMRLS collection. Contact Jackie Belisle (799-1685) or Alice Atanian (799-1684) if you are interested.

FREEBIES: NEW REASON TO READ E-MAIL

There are already great reasons to read your e-mail: to participate in dialog with colleagues who share your interests; to get national news almost as fast as it happens; to stay up-to-date with CMRLS events; and to receive bibliographies compiled by librarians all over the country. Now there's another: beginning in September, the *Crumbs* "Freebies" section will be delivered to library directors' electronic mailboxes as items are received by the Regional Office. The books, equipment and promotional items that are listed as freebies will go to the first responders.

If you are already enjoying your e-mail, you may be aware that Regional Consultants Jan Charbonneau and Carolyn Noah offer an electronic "relay" service. Both read national listservs and forward messages of wide interest to CMRLS librarians who have been included on their distribution lists for youth and adult services. If you are not receiving forwarded messages from PUBYAC or PUBLIB, contact Carolyn or Jan to be added to the mail lists. Also contact them if you are receiving forwarded messages and would like them to stop.

UPCOMING CRUMBS DEADLINES



August 14, September 11, 25. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

June 17, 1996

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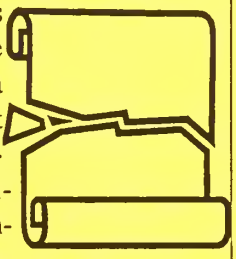
COMMUNICATION DECENCY ACT RULED UNCONSTITUTIONAL



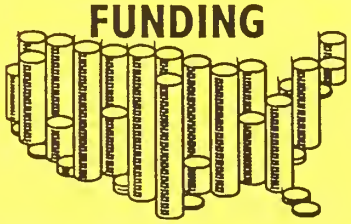
American Library Association (ALA) officials welcomed the June 12 decision of a federal district court panel declaring the new Communications Decency Act unconstitutional.

The association was the lead plaintiff in a suit filed by the Citizens Internet Empowerment Coalition, a coalition of organizations which also includes online providers, publishers, parents and other groups. The suit challenged the Act on the grounds that it is overly broad and so vaguely worded that it would subject librarians and other members of the public to criminal prosecution for posting materials online that are legal in other media.

ALA Executive Director Elizabeth Martinez sain, "This is a historic case. The judges have acted to protect public access to information in this new and important media." Martinez said she was impressed by the open-mindedness of the judges and "their willingness to learn more about the Internet and how it works." The suit, filed in Philadelphia by the Citizens Internet Empowerment Coalition, was consolidated with a similar suit brought by the American Civil Liberties Union. The government is expected to file an appeal that could be heard as soon as this fall by the U.S. Supreme Court.

"We are ecstatic. Librarians can continue to provide ideas to the public regardless of the format, without concern about fines or jail terms," said Judith Krug, head of ALA's Office for Intellectual Freedom. "This is a victory for anyone who uses public libraries."

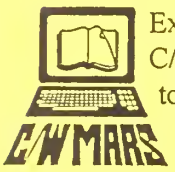
STRATEGIC PLAN FUNDING



The Massachusetts House and Senate have each included a different level of funding for the Strategic Plan legislation in the FY97 state budget. The House version included $2.2 million to begin implementation of the Strategic Plan. The Senate approved a lower amount, $1,078,000, to begin implementation. Both the House and Senate included funding in the Administrative Account of the Board of Library Commissioners budget to hire library technology specialists. The budget is under review by a joint House and Senate Conference Committee. The Joint Committee will review thousands of

line items to negotiate a figure for the final budget. Funding for the Strategic Plan, which appears in the MA Board of Library Commissioners line item accounts, will be negotiated during the process. The Massachusetts Library Association has urged its members to contact their legislators to let them know they care about the funding level.

EXPANDED BAND-WIDTH FOR COLAS



Joan Kuklinski, the new Executive Director of C/W MARS, responded to a list of concerns from COLA (Central Online Affiliate) members at a meeting in Paxton on June 5, 1996. A summary of the information conveyed includes the following:

Using state grant money, C/W MARS plans to upgrade telecommunications lines to member libraries. Each online affiliate library will have a logical connection to C/W MARS over 56KB lines. Since these lines have much greater bandwidth than the existing leased lines, graphical access to the Internet using Netscape will be possible. In addition, the libraries will experience an overall improvement in transaction speed.

Libraries should contact Gale Eckerson to test their local MARC records for downloading or uploading by sending a sample of at least 25 records on a diskette. Records can go both ways but holdings (bar codes) must be in the 949 field if the owning library is going from a stand-alone system to C/W MARS. Some libraries have the vendor place the bar code in two locations (one in the local 852 and the other in the 949 for C/W MARS). There will now be a fee for a complete tape record of a member library's holdings in C/W MARS. If the records are downloaded one at a time at your library, there will be no charge. In fact, C/W MARS will re-emphasize the importance of having every library enter its holdings into the global resource sharing database.

C/W MARS is working toward a single patron database for the full circulating members as part of the effort to implement a fully automated ILL system. Online affiliates will have to use an e-mail form specially designed for ILL purposes. Libra-Ian will simply add patron inform-AT to the bibliographic record and electronically submit the request to the holding library. Electronic ILL processing is a priority for C/W MARS because they will be reimbursed by the state for all such transfers. Another priority is improving service to the academic members by working with CARL to implement long-awaited functions such as Reserve Book Room and Serials Control. Needs of the academic member libraries must be quickly addressed, or some may discontinue membership, resulting in a consider-able loss of operating revenue for C/W MARS.

This summer the C/W MARS staff will receive training in Kid's Catalog and Everybody's Catalog. The staff will be doing more ongoing training for its members. Joan mentioned C/W MARS new emphasis on communicating quickly with the membership after someone commented positively about the "News." Joan suggested that everyone read the 'NEWS' daily on C/W MARS for important information about meetings as well as system news.

The next COLA meeting will be Wednesday, July 10, 1996 (**note date change because of the holiday**) at the Paxton Library from 10:00 - 12:00. It was suggested that this meeting be set aside to discuss electronic/public access computer/ Internet polices. If you have a written policy, please bring copies with you to discuss. Regional staff will also bring samples from their files.

LIBRARIES FOR EVERYONE

Have you ever experienced a speechless moment when questioned by a customer about the value of a book or video? The EMRLS has developed and published a pamphlet entitled "Libraries for Everyone", designed to help librarians answer tough questions in jargon-free language. Some of the questions tackled are: "How do librarians decide what belongs in a library's collection?" "Why does the library let everyone look at and check out all materials?" "What if there are books in the collection that parents find objectionable for their children?" The CMRLS purchased a limited number of copies through the EMRLS original order, so CMRLS member libraries will soon receive multiple copies of the booklet. Intended to be a tool for staff and public education, the booklet is a useful and user-friendly support for librarians who must articulate the principle of access to information to their communities. Thanks to the EMRLS for their work in developing the guide.

ELECTRONICALLY SPEAKING

Sites to See

Some great resources for kids and those working with them include:

The Eastern MA Regional Library System's Homepage, which offers links for youth services librarians as they move into electronic services, as well as summer reading program information:
http://mbln.lib.ma.us/emrls.htm

Patrick Jones maintains a page of links for librarians working with Young Adults:
http://www.acpl.lib.in.us/young_adult_lib_ass/yaweb.html

The Internet Public Library provides online story times, booklists, and more:
http://ipl.sils.umich.edu/youth

The Children's Literature Web Guide links to all sorts of book-related sites:
http://www.ucalgary.ca/~dkbrown/index.html

Cool School Tools organizes web sites by Dewey number:
http://www.bham.lib.al.us/cooltools

CHILDREN'S SERVICES NOTES

CMRLS Libraries Enlisted in MA Summer of Heroes

"Hang Out With Heroes this Summer!" Kids in middle school are invited by the Massachusetts Executive Office of Education to participate in a state-wide reading and mentoring campaign entitled "Summer of Heroes" to challenge kids to read great books this summer. In a pilot program, CMRLS libraries will be enlisted as partners to display posters and provide information for participants. According to Emily Neilson Jones, Policy Analyst with the Office, central Massachusetts has been selected as the initial program area because of its size and ease of communication.

Young adults who choose to participate will request a pamphlet outlining the terms of the challenge, which will be distributed to public schools and libraries. Then they will find a reading "partner"; keep a log of the ten books they must read; send the completed log to the Secretary of Education; and receive a free Papa Gino's pizza. The program also includes a chance to be honored as a "Summer Hero" at the State House this fall and to submit an essay on "Habits of Heroism" to be considered for a $100 gift.

According to Ms. Neilson Jones, the Executive Office of Education was not aware of the 15-year history of the Regional Library Systems's summer reading program. However, she was impressed by the fact that 63,000+ children and families participate, as well as by the careful planning process in which librarians participate in order to implement the program. A collaboration could be considered in the future, she agreed.

The CMRLS will distribute "Summer of Heroes Reading Challenge" materials to member libraries through the delivery system within the next weeks.

☆☆☆

Kid Manipulation on the 'Net?

The Center for Media Literacy (CML) filed a complaint in May with the Federal Trade Commission urging the agency to investigate an Internet web site called "KidsCom" (http://www.kidscom.com). The energetic site, available in four languages and styled an "on-line playground", includes opportunities for young people to find a keypal from one of 74 countries; ask Internet expert Scott Yanoff a question about the 'Net; sign a graffiti wall; post stories; brag about their pets; and earn KidsKash points for answering marketing questions. According to the CML, the site deceives children "...by pretending to be an educational and entertainment site, while its real purpose is to collect personal data, conduct market research, and advertise..."

In a response posted on the site, KidsCom defended itself by explaining that kids are asked personal information in two areas. The first is the Keypal section, where names are not exchanged with anyone other than the child with whom he/she is matched. According to the message, "The second area where we ask kids for information is our research area called KidsKash Questions. This is an optional area, 1 out of 14 educational and entertaining areas, where we put up questionnaires on social, educational, and marketing issues. Because this is an optional area and kids are not required to fill out anything in order to get at the other fun areas, and it's NOT the only way for kids to earn points, some kids have never even filled out a survey. We also tell them to get their parent's permission to fill this out for the very reason that we want to make sure that no one feels that their child is 'being manipulated'. The responses to the surveys help us guide the development of the content on the site, let us understand the issues that are in kids minds (for example a recent survey asked kids what they were going to do over the summer - we wanted to know if they would be on their computers asking us for more content!), or help us to cover the

expenses of running the site....we never release personal identities or information in keeping with standard research confidentiality procedures."

Visit the site and explore the controversy. As Internet providers move to a more commercial environment and more content is supported by sponsors, the KidsCom conundrum will become more familiar. All the more compelling is the need for consumers to be well-informed, alert and media literate.

NEW IN THE WORCESTER COLLECTION

by Sharon Hendricks, Reference Librarian

More than 60,000 mutual funds are offered to American investors. There are a variety of sources for finding information on such funds, many expensive and requiring much shelf space. The more information investors have, the safer their investments. **The Mutual Fund Encyclopedia** (Dearborn Financial Publishing, 1995) provides information on 3,400 load and no-load funds. It includes the investment goals of a fund, statistical figures on performance, total return data covering several years. With such information it is possible to survey thousands of funds and narrow the field to a few that are worthy of an investor's further examination of prospectuses and annual reports.

The author provides a concise and informative chapter on the use of the book, but more importantly defines terms used in the body of the book (such as *beta*, the measure of the relative systematic market risk of the mutual fund's investment portfolio.) This book's introduction should not be overlooked. It offers the history of mutual funds, how they operate, are managed, and are regulated, as well as information on which records investors should keep for tax purposes and to plan further investments. How to purchase a mutual fund either directly from a fund or through a discount broker is another feature; when to sell is also given lengthy treatment.

While this volume offers much the same information as costlier publications, it is considerably less expensive and takes up less shelf space. It has been issued annually since 1990. The 1996 edition is due to be published shortly.

The Syracuse University 1996 **Institute on Leadership and Change in an Information Society**, July 20 through August 11. Sessions include: "Leadership and Change: the Personal/Interpersonal Perspective", Grant Writing and Fund Development for Libraries", "Evaluating Internet-Based Services and Resources", and many more. Graduate tuition: $503 per credit, and may be used as electives for the MLS program. For more information, contact Barbara Settel, Assistant Dean, School of Information Studies. Phone: 315 443-2911; fax 315 443-5806; e-mail: IST@syr.edu.

The next COLA meeting will be Wednesday, July 10, 1996 (**note date change because of the holiday**) at the Paxton Library from 10:00 - 12:00.

FREEBIES

The Shrewsbury Public Library is offering the 1995 Encyclopedia of Associations (3 vols.) on a first-call basis. If interested, call George Brown in the Reference at 842-0081.

☆☆☆

Alice Atanian in the Regional ILL Office has the following record albums for the taking:

Sound Effects:

Haunted House, Marches, Home Movie Effects, Bugle Call, Super Sound - 23 effects, Super Sound - 25 effects, U.S. Air Force fire power, Songs of Finches, Sounds of Insects

Other Albums:

American Indian Dances, Nightmares - read by Prelutsky, Sing-a-long--Sesame Street, Anthems - 12 nations, Pirates of Penzance - Gilbert & Sullivan.

If interested in any of the above albums call Alice Atanian in the Regional ILL Office at 799-1684 or 1-800-922-8326.

☆☆☆

The Regional Administration Office is offering 8½ x 11" coverstock paper that is too heavy to go through a copy machine, but is ideal for craft projects. If interested, call Maureen or Claudia in the Regional Administration Office.

UPCOMING CRUMBS DEADLINES

July 10, August 14. **Crumbs** is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

June 3, 1996

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Regional Administrator: Anne Parent
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IN THE REGION

cmrls

Linda Vitone, Director of the Lancaster Town Library, will retire from her position this summer. Linda has been active in CRAC and in the MLAA.

☆☆☆

The **Central Massachusetts Regional Library System** was recognized for its sponsorship of the 8th annual Community Reading Day at the Community Reading Day Breakfast on April 24.

☆☆☆

EMRLS Youth Services Consultant **Linda Braun** has resigned in order to pursue interests in the private sector.

FLASH: LIBRARY CONSTRUCTION BILL TO BE FILED

Senator Lucille Hicks of Wayland is filing a $160 million public library construction bill in the Massachusetts Legislature. She sought co-signers, particularly in the House of Representatives, through May 31. More information will be released as it becomes available.

MURDER IN THE LIBRARY

Murder presents itself as a unique and fun way for Friends of the Library groups to raise some money and some community spirit. Deb Blanchard of the Athol Public Library, offered this blueprint:

> We held a murder mystery night in the library on a Saturday evening, selling advance tickets which included admission and hors d'oeuvres. A cash bar with wine and beer provided more income. Participants in the murder mystery play were local town officials and business people playing themselves with a few local actors providing unknown characters. The mystery was penned by local author Cathy Stanton (a.k.a. Cathryn Clare, best-selling Silhouette novelist). Our local Arts Council paid for the script and a musician to supply entertainment to the sellout crowd. Anyone wishing to have a script designed for your town "characters" can contact Cathy Stanton, 1139 Chestnut Street, Athol 01331 (508 249-5174). Our idea for the production was generated by a similar event at the Holden Library, which also had a script for purchase.

DOR ON FINE MONEY

According to a letter from Mariellen Murphy, Director of Accounts of the MA Department of Revenue (DOR), Division of Local Services, dated April 17, library fine money could be designated to purchase replacement of supplemental books. Received by a trustee of the Ritter Memorial Library, the letter suggests that under the provisions of G.L. Ch 44 S53E ½, town meeting could annually authorize such a rotating account. Ms. Murphy advises that, "The section requires that there be a connection between the revenues deposited in the fund and the spending program supported by these revenues." The outcome is that fine money could not be used for unrestricted library purposes, but libraries would welcome additional materials funding.

ELECTRONICALLY SPEAKING

CMRLS Homepage: Take Another Look

Looking for a quick link to major search engines? How about a press release for the **Catch the Summer Spark** summer reading Program? Maybe you've heard about the "Child Safety on the Information Highway" pamphlet and would like a preview? Or a link to Young Adult Resources on the Web? The CMRLS homepage offers links to these resources and more. Links are added and updated regularly, and anything used effectively as a professional library resource would be considered for addition. If you haven't visited lately, try it: *http://world.std.com/~cmrls.*

Sites to See

The **Harvard Public Library's** Home Page, *http://www.ultranet.com/~hpl*

☆☆☆

MLA-Style Citations of Electronic Sources (Endorsed by the Alliance for Computers & Writing). A visit to this site will give you the information you need to teach researchers to cite WWW, ftp, and newsgroup sources in a standard style. *http://www.cas.usf.edu/english/walker/mla.html*

☆☆☆

Genealogy Toolbox, including a comprehensive list of sites, guides, indexes and surname data. *http://genealogy.tbox.com/genealogy.html*

☆☆☆

Genealogists' Cool Site of the Month. Changing every month to identify new resources, this site also keeps links to its previous picks: *http://www.cogensoc.org/cgs/cgs-cool.htm*

☆☆☆

Roots Surname List, includes nearly 60,000 surnames submitted by over 4,000 genealogists. Using keyword searching (effective using a graphical interface), the searcher can identify others studying the same name. *http://www.rand.org/cgi-bin/Genea/rsl*

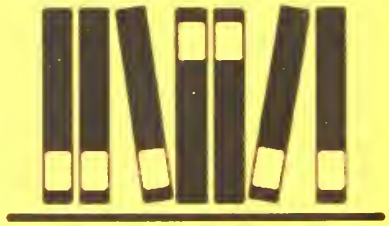
CHILDREN'S SERVICES NOTES

READ*WRITE*NOW! Initiative Launched

The U.S. Department of Education in partnership with the American Library Association and Pizza Hut, among many other organizations, have launched a summer reading and writing project that provides incentives for children to read with a learning partner. A packet created to support the program includes bookmarks, activities, and bibliographies -- not to mention a certificate for a free personal pan pizza upon completion. The Department of Education distributed free sets of packets to libraries in May.

NEW IN THE WORCESTER COLLECTION

by Sharon Hendricks, Reference Librarian



The data provided in **American Salaries and Wages Survey** (Gale Research, 1995) spans the period from January 1990 through December 1995. It was compiled from information obtained from Federal and state documents, journals and trade association data. The names used to describe jobs are those derived from the **Dictionary of Occupational Titles** (DOT) and the **Standard Occupational Classification Manual** (SOC), both being federal government publications. It was not possible to provide information for every job in every locality so groups of occupations are often "clumped" into one category, with wage calculations for that group. Wages most often are presented as "low", "mid" or "high". An ideal entry will show lowest through highest wage paid, but these figures are not always available.

A contents section provides the user with the means of finding all listings of occupations despite variations. It lists 4,400 primary occupational

titles in alphabetical order. The main body of the books is organized alphabetically by primary occupation first (or by secondary and/or industry), geographical location and by wages and dates of wage determination.

There are several helpful appendices. Information is supplied accompanied by a warning that information sources are not standardized, and care must be taken in any interpretation of the data. This is one of the most heavily used volumes in the Worcester library because it is a one-stop source for those who are job seeking as well as for those who wish to hire.

JOB OPENINGS

Two positions at the Sharon Public Library:

Head of Information Services/ Assistant Director. Develops and provides reference services, assists director in general library administration; Requirements: M.L.S., minimum of 2 years professional experience. Must exhibit proficiency in the use of library automation, networking, telecommunications. Evening and weekend hours required. Beginning salary range: $26,266 - $30,077/year.

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Technical Services Librarian. Manages Tech Services. Takes primary role in management of library systems and networks. Responsible for acquisitions, processing, and cataloging. Assists in providing reference and information services. Requirements: M.L.S., 1 year experience. Experience in AACR2 and MARC in an automated environment, preferably with Dynix. Evening and weekend hours required. Beginning salary range: $24,778 - $28,376/year.

Send a letter of application, resume, and a list of 3 professional references to Kip Roberson, Director, Sharon Public Library, 11 North Main Street, Sharon, MA 02067. Fax 617-784-4728. Internet: kipr@ocln.org. Application deadline June 15. AA/EOE.

The CMRLS **Technology Utilization Committee (TUC)** holds an open meeting from 10 - 12 on Thursday, June 20, at the Beaman Memorial Library, W. Boylston, to discuss its draft technology plan for the Region. All are invited.

☆☆☆

The FY 1997 Annual **Report Information Survey (ARIS)** is due at the MBLC on Friday, September 6. Contact Mary Litterest, Planning and Research Specialist, at 800-952-7403 with any questions.

☆☆☆

Ezra Jack Keats Mini-grant applications (to be used to instill a love of literature in children) are due on September 15, 1996. $500 grants are made to public libraries. For a copy of the application, contact the Regional Office.

☆☆☆

The **New England Library Association Annual Conference** on October 6, 7 and 8 in Manchester, New Hampshire. With the theme of "Defining Libraries", program highlights include workshops for paraprofessional, academic, public and special librarians on topics like search engines for the Web; the sophisticated picture book; successful reference service; using a library to define the architecture of a town center; and an all-conference reception hosted by the Manchester City Library. For more information, contact Mary Ann Rupert, Conference Manager, at phone: 603 685-5966; e-mail marupert@aol.com.

FREEBIES

Who's Who in America, 1995, 49th edition. 3 volumes.

If interested in the lottery for this item, call Maureen or Claudia in the Regional Office.

☆☆☆

Chuck Moore at the Pearle L. Crawford Library in Dudley is offering the **Reader's Guide to Periodical Literature** 1984-1990. Call him if interested.

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IN THE REGION

cmrls

Lillian Giuliano will retire on July 1 from her position as Director of the Marlborough Public Library after twenty years of service in that position.

☆☆☆

Peggy Codner, Children's Librarian at the Forbush Memorial Library, Westminster, is retiring on June 7 after ten years of library service to children.

CMRLS PREPLANNING UPDATE

by Anne Parent, Regional Administrator, and Jean Langley, CMRLS Preplanning Chair

Preplanning for the new expanded region proceeds apace in the Central Region. The official Committee now numbers 22 plus two liaisons, Dianne Carty of the MBLC and myself. It is chaired by Jean Langley, Director of the Northborough Public Library. The group includes 4 academic, 9 special, 2 school, and 7 public librarians, who were chosen based on recommendations of current CMRLS members. Its primary charge is to identify potential members for the new Region, and to communicate information about the state Strategic Plan and its impact on all types of libraries.

At its first meeting on March 20, an overview of the state Strategic Plan and an update on its legislative initiative was given by Keith Michael Fiels, MBLC Director. Regional Administrator Anne Parent summarized current regional services, and explained how they are determined via a member-driven plan of service.

Attendees then discussed potential issues and benefits; including ILL protocols, reimbursement of net lenders, a statewide catalog, contract buying for reduced rates on electronic databases and other goods and services, what the requirements for becoming a member will be, and the particular problems surrounding use of private, special libraries.

Those present agreed to lend their names to the $3,000 grant application being developed by Jean and Anne. The grant will be funded by the MBLC to assist planning efforts.

By the time of the second meeting on April 19, the MBLC had developed a three-year phase-in for the Strategic Plans, and the House Ways and Means Committee had approved the first year's funding proposal for it. Hearing this news, the Committee realized its pace should be increased, and that an Interim Planning Committee should be in place by the summer. This committee must submit a petition by Labor Day weekend on behalf of the libraries that intend to become part of the new

Region. Upon approval of the petition by the Commissioners, $50,000 will be released for each of the six potential Regions to prepare for phase two. The funding may be used for a facilitator, workshop leaders, someone to conduct a survey and prepare a needs assessment, a legal advisor, and clerical support. A major conference involving all six regions is planned for September 25 and 26.

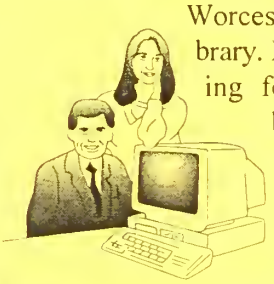
The group worked on identifying organizations to which the various type of libraries may belong, so that a means of communicating with our counterparts may be developed. The BLC will contact statewide organizations, and Keith had already scheduled a meeting with WACL, the Worcester Area Consortium of Cooperating [academic] Libraries. It was determined that meetings should be planned to bring together other types of libraries, specifically special and academic, to begin investigating interest in the various types of services that may be provided.

Issues that need addressing by the upcoming Interim Planning Committee included: definition of who the Region's clients will be; residency requirements, interlibrary loan, delivery, return or materials, fines, reimbursement of net lenders, group purchasing -- including multi-year contracts for online databases, and continuing education.

The meetings of school and special librarians took place on May 14 and 15 respectively. Sixteen Preplanning Committee members are to meet with speakers at the open Multitype meeting in Palmer on May 20, to examine specific issues with directors of multitype regions in New York and New Jersey. The next regular meeting of the Preplanning Committee is scheduled for June 18, 10 a.m. at the Shrewsbury Public Library.

TECHNOLOGY TRAINING

The Techno-Trainers LSCA Title I Grant project has been approved for funding. Regional and Worcester staff have begun planning for the eight-station training center, which will be located on the first floor of Worcester Public Library. Hands-on training for member library staff and patrons from throughout the region will begin on a regular basis when the center is completed in early Fall of this year. We will keep you posted on this very important project. In the meantime, look for the workshop flyer announcing technology training workshops coming in June.



ANNE PARENT ELECTED OCLC USERS COUNCIL DELEGATE

Regional Administrator Anne Parent has been elected to serve on the national Users Council of OCLC for a three-year term effective May 1996. Of the four nominees, two will serve on the Council and the third and fourth will serve as first and second alternate. The other delegate elected is also a Central Massachusetts librarian, Susan Baughman, University Librarian at Clark.

The delegates' responsibilities include election from its own ranks to the OCLC Board of Trustees, approving or rejecting amendments to OCLC's Code of Regulations and Articles of Incorporation, representing Users Council members (i.e. networks) in advising OCLC on policy matters, and keeping communication lines open between delegates and their constituents.

The Users Council meets three times a year, excluding task forces and committees. OCLC covers delegates expenses at all meetings. The Commonwealth should be well represented in the foreseeable future, as the two alternates, Peter Deekle and Susan Perry, are also Massachusetts librarians.

C/W MARS OFFERS SITE VISITS

A recent notice on its electronic "News" reminds C/W MARS libraries that Central Site staff can be called upon to make site visits. "Usually this would be for new staff training or refresher training on CARL modules, but visits can be tailored to individual library needs. Joan Kranich will be fairly busy in the office until her maternity leave begins, but Gale Eckerson is available."

C/W MARS

Editorial note: If you haven't been reading the "News" lately, check it out! Notes from various staff members are being posted on a daily basis, helping us all to keep better informed about its goings-on.

SERVING HOME SCHOOLERS

What can libraries do to serve home school families in their communities? In a presentation at the Shrewsbury Public Library on May 16, Royalston Librarian and home schooling parent Kathy Morris offered these guidelines for what home schooling families need most:

- reference information, including atlases, dictionaries, and other tools
- broad coverage in non-fiction areas, since library books may take the place of curriculum materials
- access to Interlibrary Loan, the gateway to resources outside the local area
- flexible borrowing privileges

"Libraries should not feel pressured to purchase curricular materials for home schoolers," reported Patrick Farenga, Director of the Holt Institute, the focus speaker for the presentation. Instead, library staff should encourage parents to look for the trade book coverage of curriculum topics, materials traditionally found in public libraries. He also suggested that families needing texts can purchase them used from a variety of sources or sometimes borrow them from their school system.

However, Farenga warned, there is no Massachusetts-wide policy that describes the way school systems should relate to home schoolers in their communities. Home school families are required to register with their local school departments, but the only school service currently guaranteed to those families is access to school athletics. Public libraries may want to request a copy of their local school department's policy on home schoolers.

In Milford, offered Children's Librarian Sue-Ellen Deiana, the textbook dilemma has been solved by a resource collection including one of every text used in the public school system. The books are on loan to the library from the school department until such time as they are needed by the schools.

Libraries may also want to keep the names of resource people for home schooling organizations at hand. For Mass. Hope (a Christian group), the contact is Bev Somogie (508 658-8970); for the MA Home Learning Association, contact Maggie Cole (508 376-1923).

Debra Blanchard, Director of the Athol Public Library, described a variety of services provided to home school families by her library. Currently, staff offers orientation programs to library resources, provides displays, makes MA Curriculum Frameworks available for reference use, and offers an information swap box so that home school families can share with one another. The Athol Library's Board of Trustees is currently working on a policy regarding service to home schoolers.

Program handouts included a bibliography, public library program publicity and descriptions, and a survey of *Growing Without Schooling* readers on how their home schooling families use library services. Contact the Regional Office to request them.

COLA MEETING FOLLOW UP

Any Winnebago user who was not able to attend the COLA (Central Online Affiliates) meeting on May 8th should note the following. Carla Talvy of East Brookfield is coordinating the cooperative Customer Support Agreement Plan with Winnebago. You must be officially listed as a member of the cooperative in order to take advantage of discounted annual maintenance fees. Contact Carla as soon as possible for details.

Carla Talvy has also volunteered to conduct a demonstration of the C/W MARS MARC record download function as it is used to upload records into a Winnebago system. This presentation will include the use of Winnebago's conversion software, which Carla has been distributing to other interested Winnebago users. The demonstration will take place at the Millbury Public Library on Monday, June 24th at 10:00 a.m. A sign up for this workshop will be included with an announcement of upcoming technology training workshops.

The next COLA meeting will take place as usual at the Paxton Library on Wednesday, June 5th, beginning at 10:00 a.m.

WHAT'S IN OUR (CRUMMY?) NAME, ANYWAY?

Some of our newer readers have inquired as to the meaning of our publication's name, *Cracker Crumbs.* The Region is guided by a Central Regional Advisory Council, commonly known by the somewhat unfortunate acronym, "CRAC." (It's

ERLAC in the East, and WRAC in the West.) For many years, the Region put out a quarterly publication called *Cracker Barrel*, which likely got its title from the acronym. A few years ago it was determined that a "quick and dirty" supplement -- often a single page with no graphics -- was needed for late breaking news, and this was the origin of *Cracker Crumbs*. It was decided more recently to drop the quarterly, expand the newsletter, and open it to subscription by trustees. Although the articles now are more like nibbles, the *Cracker Crumbs* moniker persists.

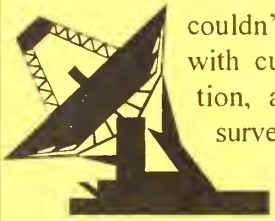
SPECIAL NOTE TO NON-MEMBER LIBRARY READERS

Although *Cracker Crumbs* is published for CMRLS member libraries, our mailing list is expanding lately by request, and we are delighted that others are interested. From time to time the question arises, however, about non-member eligibility for various offers, so here is a synopsis of what's available. If interested in a program, call CMRLS to register. The Region has a carefully considered "registration priorities" policy in place, and you will be welcome to attend if priorities are met and there is still room available (which is often the case.) We'll gladly send a single copy of any handouts that are mentioned, to anyone who asks. Orders for multiple duplication are available to member libraries only, however. "Freebie" materials are virtually always snapped up by member libraries, and the occasional exception is donated to a book sale that benefits the Regional Center library. If in doubt about anything else, call the CMRLS Office. It can't hurt to ask!

ELECTRONICALLY SPEAKING

Business and the 'NET

reported by Jean Langley, Director of the Northborough Public Library



Business people in the local community indicated that they believed the library couldn't provide them with current information, according to a survey conducted by one librarian who spoke at PLA in Portland last month. But using the Internet as a resource, the library proved them wrong.

In a project that served the business community, it was found that any library communication must be brief and easy to read. Individuals wanted to know how the Internet could serve their business, and they asked:

- what's in the Internet for me?
- will I receive information I can use?
- what will Internet information cost me?

Their lowest priority was finding the actual information on the Internet, since they didn't have the time or expertise to look. Librarians do that best. So the library ran sessions that included a basic introduction to the Internet; what and who is on it, including identifying their competitors; and how to get connected. The library targeted each session to a particular business, for example, real estate. Though the participants did not require great detail, the library did offer a glossary and a list of providers.

The project was so successful that the town's economic development budget funded the service; and the mayor and town manager carry the library's business card to hand out.

For more details, contact Jean Langley at the Northborough Public Library.

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Software Bargain Alert

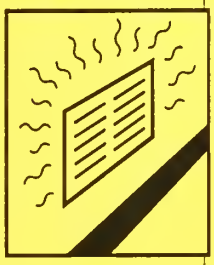
Public libraries generally qualify for "academic" pricing offered by many major software producers. Academic prices may be hundreds of dollars less than standard list prices. If you need additional licenses to run a software package on your LAN (Local Area Network), the savings are even greater. For example, the popular software suite Microsoft Office Professional costs well over $500 without academic pricing, but only $179 with it. And some Microsoft resellers will sell it for even less than that. MS Office Professional includes Word, Excel, Access and PowerPoint, which are respectively, word processing, spreadsheet, database, and presentation programs. All are well-reviewed programs, which together may be the only office applications you need. Other software producers with competing suites of programs offer academic pricing as well. Check pricing carefully before you buy.

In addition, Microsoft is offering Windows 95 exclusively to U.S. educational institutions (including libraries) for $19.95, plus shipping and handling, with a minimum quantity of 5 per order. Due to the pricing of this promotion, limited support options are available. The offer is available directly from Microsoft only while supplies last or until October 31, 1996. Those who order now will receive a free copy of "In and Out of the Classroom with Windows 95", a training and tutorial

guide. To receive a copy of the order form by fax, call 1 800-633-2114.

HEAT -- UP THE CHIMNEY

Ellie Chesebrough, director or the Joshua Hyde Library, Sturbridge, has requested your help to gather information about library heating costs. Currently spending about $15,000 for all-electric heating and cooling for the 9510 square foot building, the library staff is investigating a conversion to gas or oil heat. To help, please respond directly to Ellie with information about the type of fuel your building uses to heat; whether air conditioning is used; the square footage of your building; and your heating and air conditioning budget. Ellie can be reached by e-mail at: echesebrough@site.cwmars.mass.edu or by fax at 508 347-2512.



JOB OPENINGS

CHILDREN'S LIBRARIAN: Very active children's room requires: bachelor's degree, 3 years experience working in libraries and with children, knowledge of children, children's literature and programming. Knowledge of automation, the Winnebago System in particular, and computer technology preferred, but not required. Desire and ability to learn essential. Flexibility necessary. 35 hours per week. Ability to work alternate Saturdays and 2 evenings a week required. Salary $19,000 plus benefits. Position open July 1. Send cover letter and resume to Alfreda Altobelli, Forbush Memorial Library, P.O. Box 468, Westminster, MA 01473. Closing date June 1, 1996.

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ASSISTANT LIBRARY DIRECTOR, Rutland Library. Directs reference and technical services. Supervises library aides and volunteers. 20 hours per week including evenings and Saturdays. Send resume to: Board of Trustees, Rutland Free Public Library, 246 Main Street, Rutland, MA 01543 by June 15.

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LIBRARY DIRECTOR, Marlborough Public Library. The library serves a population of 33,278 with an annual budget of $558,751 and a staff of 16.5 FTE. The library is a member of C/W MARS, an automated resource sharing network. The director is responsible for providing leadership and direction of the library's programs and services.

Experience should include planning, budget development, library technology, and program planning. Qualifications: Candidate must possess an M.L.S. from an ALA accredited library and information science program; a minimum of 5-7 years of progressively responsible administrative experience in a public library environment; and demonstrated effective management and communication skills. Knowledge of the CARL System required.

A letter of application, resume and three letters of recommendation should be addressed to Janet M. Panagore, Chair, Board of Library Trustees, Marlborough Public Library, 35 W. Main Street, Marlborough, MA 01752. Applications must be postmarked no later than May 31, 1996.

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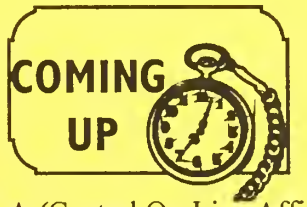
LIBRARY DIRECTOR: Lancaster Town Library. Qualifications: ALA accredited MLS required. Excellent interpersonal skills essential. Progressively responsible experience in public libraries desirable. Familiarity with library automation systems, networks (C/W MARS), and microcomputers preferred.

Responsible for all aspects of library service including supervision of staff of 5, budget preparation, strategic planning, collection development, community relations, grant writing, special collections, and building maintenance. Represents library at C/W MARS, CMRLS, and other professional meetings. Ideal candidate should have both a vision for the future and an appreciation for the past. Library has completed building feasibility study which includes additions and renovations to 125-year-old building. Application submitted to MBLC for Grant Round II.

2/3rds time position (26hr./40 hr. work wk.) Includes 1 evening /wk. and 1 Saturday/mo. $14.39 per hour. May increase to 34 hrs. in fall, 1996.

Send letter of application, resume and references to Board of Trustees, Lancaster Town Library, P.O. Box 5, 717 Main Street, Lancaster. MA 01523. Official Town employment application form will be sent upon receipt of resume, or may be picked up at the library. Closing date: June 19,1 19967, 5:00 p.m.
EOE.



COLA (Central On-Line Affiliates) meeting, Wednesday, June 5, at the Paxton Public Library, 10 -12. C/W MARS Director Joan Kuklinski will be a guest speaker.

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Basic Library Techniques Workshop: Basic Reference. Offered by the EMRLS, and open to CMRLS

member librarians who require the training for certification. Memorial Hall Library, Andover, on Wednesdays, May 29 and June 12, 9:30 - 4:00. Both sessions are required. Register with the EMRLS by fax: 617 267-0364.

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Christopher Tilghman, the author of Mason's Retreat, will speak at the Harvard Public Library on May 28 at 7:30 p.m. The public is invited.

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Quality Staff Development and Education Reform: Conferences for Professional Development Providers, presented by the state Department of Education. From 8:30 - 12:45 on three dates: May 28 in Andover; June 3 in Worcester; June 6 in Braintree. This is the conference at which staff of institutions wishing to be certified as providers of PDPs receive the necessary information. To register, fax a form (available from the Regional Office) to 617 388-3396. For more information, call 617 388-3300 x 247.

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Northeast Document Conservation Center (NEDCC) will offer 5 workshops to provide **systematic training in preservation** for small to mid-sized museums, archives, and libraries. The program is designed for the full-time professional with part-time preservation responsibilities. Cost of full series: $450. Applicants are expected to attend the full series; applications will be available in June and must be submitted by September 4, 1996. All sessions will be held at NEDCC's Andover, MA, facility. Dates span from October 96 - September 97. For more information or to request an application, contact Steve Dalton, NEDCC, 100 Brickstone Square, Andover, MA 01810; phone 508 470-1010; fax 508 475-6021; e-mail nedcc@world.std.com.

INTERPRETATIONS: TECHNOLOGY IN YOUR TRUST

by Ellen Rauch, Assistant Regional Administrator, EMRLS

reprinted with permission from the *Eastern Region News*, first quarter 1996

Is the hype about the Internet more than you care to read or hear? Does every television screen with yet one more Internet address (http:...) make you think it might be too much? Are you wondering where service to your library's patrons fits in?

Part of a librarian's expertise lies in sorting out just this kind of overwhelming barrage of information. At a series devoted to finding out how to use the Internet for answering reference questions, librarians have been sharpening their searching techniques for finding relevant resources. They are learning to use tools such as search engines and subject lists to find an on-line copy of the republican Contract with American for a high school political science paper, to find descriptions of reptiles that might live in a fourth-grade science project terrarium, to get the latest weather for a patron's proposed vacation to Mexico.

Finding relevant information quickly is only part of what these staff members are learning. At the end of a hands-on session devoted to building their Internet vocabulary and searching techniques, they launch into a discussion of evaluating the resources that await at the end of the phone connection. And here their finely-hoed skills at evaluating reference resources bring value to the discussion. The qualities of a good reference source -- accessibility, timeliness, reliability, accuracy, authoritativeness, ease of use, cost-effectiveness -- all are applied to the Internet resources. Sometimes the Internet resources win hands-down over more traditional print ones, and sometimes print is the best choice.

Service -- human or electronic -- to our patrons will be better if we are able to ignore some of the hype attached to the Internet, and focus on how our skills can bring the genuinely valuable information and communication available on the Internet to our patrons.

FREEBIES

The Sturbridge Library has the following to give to another library:

(1) Atlas table, 7'6" x 3' 1", light oak, but very heavy
(1) Card Catalog, 8'6" x 18", 3 bays with 15 drawers in each bay--5 drawers in 3 rows, 45 drawers total. No more than a decade old.
(2) card catalogs, 2'9" x 1'5", 15 drawers each--5 drawers in 3 rows, oak, older version but in fine shape.
(1) magazine rack, 4' x 1'11", 5' high, 8 shelves staggered back, heavy oak, medium color, older model.

If interested contact Ellie Chesebrough at the Joshua Hyde Library in Sturbridge.

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Chuck Moore in Dudley has open back files cases 10¼ x 7" and 12½ x 9¼" to offer. Contact him at the Pearle L. Crawford Library in Dudley if interested.

UPCOMING CRUMBS DEADLINES

June 12, July 10. **Crumbs** is published bi-weekly except for the months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.

NEWS LETTER

CRACKER CRUMBS

May 6, 1996

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CRACKER CRUMBS
is published to inform Central Massachusetts Regional Library System members of timely, general interest news. Additional copies will be sent to member libraries upon request. Trustees may request individually mailed copies by contacting Maureen Boyda at the CMRLS Office.

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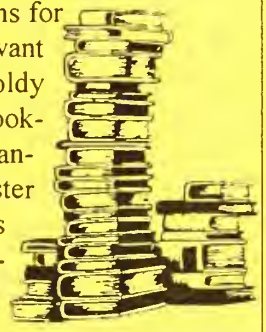
IN THE REGION

cmrls

CMRLS Consultant **Carolyn Noah** is a candidate for the Newbery Award Committee of the Association for Library Services to Children of ALA.

BOUNTIFUL BOOKS?



Seeking solutions for customers who want to donate moldy oldies to your book-sale? Lucy Gangone, Worcester Public Library's Associate Director, wrote an article while she was a director in Connecticut that may help. It was revised for use by the WPL Friends. Obviously many people thought it was outstanding, because it was picked up by the Friends of MA Libraries, the national *Administrator's Digest*, and was spotted most recently in the March/April 1996 issue of the *El Nopal Newsletter* of the Alamo Area Library System! So that Texas librarians are not privy to tips unknown to our own member libraries, we are reprinting (with permission, from "Your Library", Fall 1995) the article here in its entirety:

Here are some helpful hints before you bring in your used books:

We Need:

- Worcester telephone books 1900 - 1959
- Worcester city directories 1900 - 1950
- Materials about Worcester: companies, maps, clubs, family histories, churches, etc.
- Worcester high school year books, any year

We Also Like:

- Books published in the last 5 years
- Recent best sellers
- Clean copies of "classic" titles

We Don't Need (and Can't Even Sell in the Book Sale):

- Books in poor condition (yellow pages, broken bindings, musty smelling)
- Text books older than 5 years
- Reader's Digest condensed books
- Magazines (they do not sell!)
- Dated information (old travel guides, encyclopedias, etc.)

About tax statements:

- If you would like a receipt for tax purposes, please count the books you are donating. We give signed, dated receipts for the number of items, but cannot assess the value.

Other helpful hints:

- Please limit donations to one or two boxes at a time.

- Donations in boxes or shopping bags should be brought to the loading dock at the back of the library. Donations of 10 books or less may be left at the Central Reference Desk.

MORE PLA "SHORT TAKES"

by Anne Parent, Regional Administrator

Following are brief reviews of programs at the 6th National Conference of the Public Library Association (PLA) Portland, Oregon, March 27-30, 1996, continued from *Cracker Crumbs*, April 8, 1996. If the word *"Handouts"* appears after the summary, copies may be requested from the Regional Office.

Nationally known consultant Susan Berg Epstein, (who assisted C/W MARS in its developmental stages) offered her vision of what public libraries can be, in *Public Libraries in a Changing World: Who, What and How Do We Manage?* From "queuing theory" (Don't judge the need for more reference librarians by the length of the line of people waiting to be helped, because when the line gets to a certain length, people naturally select themselves out;) through "outsourcing" (It shouldn't be a foreign term to us, we've done it for years when we bought pre-processed books;) to "vision" (We must recognize that we are primarily driven by innovations brought about by others, e.g., the diminishing cost of PCS vs. terminals, the dropping cost of disk storage, the invention of Web browsers); Epstein offered an upbeat, informative approach to show the world what libraries can and do accomplish.

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In *Controlling the Confrontation in the 2000s and Beyond*, Arch Lustberg listed four essentials for communication success: competence, trustworthiness, likability, and luck; and the four weapons you can use: mind (your competence factor), face, body, and voice (your likability factors) "Communication should be an intellectual act of love," he said. Avoid "intellectual dysentery," cautioned Arch, by remembering to PAUSE often when speaking. The dramatic effect is invaluable. Answer a negative ("Why are you giving filth to my child?") with a positive, ("Let me tell you what we are doing for your child . . . ") "Keep it simple, brief, clear --- replicate, interface, and exacerbate only in the privacy of your own home," he urged. Tell stories! "If you could only have seen the look on the face of the child at the story hour program who . . . ". Although I've "been there, done that" with Arch three times previously, I was as enthralled as always, and learned some great new tips. No handouts per se, but CMRLS has Arch's video, *Controlling the Confrontation* (at the AV Center), and book, *Winning When It Really Counts* (808.5).

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"Training is like parenthood," said one speaker in a group session "you think about what you expect five years from now, and then you ask yourself what are you doing to prepare for that to come about?"" Take risks, (Babe Ruth had more strike-outs than home runs), don't try to know everything (Freud once said that imagination is far more important than knowledge) and become a mentor, (Ask yourself, "Have I replaced myself yet?" If not, work on it)" were among the speaker's tidbits of advice. She got quite a laugh when she related that she knew the Internet was taking over when a youngster in her library requested a book by "R(dot)L(dot) Stine!"

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In a program on a similar topic, *All Aboard, Keep Your Training On Track,* it was defined: "Training is about developing skills, not changing attitudes or getting in touch with emotions." While the speakers fell short of capturing 100 percent of the audience's attention, the handout they offered is a useful one, and includes a "Course Map" on describing target population, analyzing tasks, deriving objectives, developing skill checks, and designing training. It even offers forms to use in developing your own training program. *(Handouts)*

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David Pearce Snyder, Life-Styles Editor of *The Futurist* magazine, held the audience spellbound during *Halfway to the Information Age; Reinventing Libraries for the 21st Century.* We are "exactly at a middle point through a 50-year-long techno-economic transition from labor-intensive to information-intensive production," he said, (acknowledging that he has always been interested in the future, because he knows he'll be spending the rest of his life there.) Just as the urban planners, architects and civic reformers of the 19th century laid out the streets and parks, water and sewage systems, and all that made cities the centers of enterprise and civilization in the Industrial Age, libraries today must take active roles as the designers and creators of an urban "info-structure" that will be essential if cities and suburbs are to remain centers of enterprise and civilization in the Information Age, he said.

At the same time, libraries are uniquely positioned to serve as the catalyst for the revitalization of rural communities, by fostering local "info-preneurship," he noted. "His-

tory may not repeat itself, but it certainly does rhyme," Snyder quipped. He is convinced that the age of permanent employment is over, as companies in "a wave of creative destruction" throw out jobs and workers. He encouraged the audience that libraries can provide the connections that people will need to empower themselves in a changing world. *(Handouts)*

ELECTRONICALLY SPEAKING

by Carolyn Noah, Regional Consultant

Developing Internet Policy

Many CMRLS libraries are in the throes of developing policy for public access to the Internet. To support that effort, these guidelines were prepared for a presentation at the MA Library Association on May 29:

Based on the library's mission and goals, well-written policy will be proactive, brief; positive, general, clear, and enduring. Internet policy should address the philosophical issues, including:

- library's role in providing free access to information
- value of the Internet to supporting the role
- place of Internet among other reference services
- customer's right to privacy
- strengths and challenges in using the Internet for information
- rationale for selection of Internet services offered
- parents' role in assisting child to select learning resources

Related documents should describe the everyday use of the Internet, including:

- procedural items, including scheduling time, the availability of instruction, downloading and printing
- a virus disclaimer
- legal and ethical use, which does not extend to: harassment of others; destruction of or damage to equipment, data or software; disruption or unauthorized monitoring of electronic communication; unauthorized copying of copyright-protected material; violation of computer system security; unauthorized use of accounts or network identification assigned to others; use of facilities in ways that unnecessarily impede others; violation of software license agreements; violation of network usage policy; violation of another's privacy

One site at which to view many sample policies is the library policy archive. Visit it at:

http://www.intac.com/~kgs/freedom/policies.html

Other topics included in the presentation were the "Access to Electronic Information", an Interpretation of the Library Bill of Rights; the practical implications of the right to privacy; choosing an Internet provider; the value of graphical vs. text-only browsers; and a discussion of screening software. The whole presentation outline has been mounted on the Region's homepage, and can be viewed at: *http://world.std.com/~cmrls/libpol.html*.

For more information or support as you craft your library's policy, please contact the Regional Consultants.

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Sites to See

The Marlborough Public Library's Home Page:

http://www.marlborough.com/mpl.html

The Northborough Public Library's Home Page:

http://www.pixelations.com/NborLibH.html

The Upton Town Library's Home Page:

http://www.ultranet.com/~uptonlib

Allen County Public Library's home page includes some clear instructions for the public on dialing in and using databases from home.

http://www.acpl.lib.in.us

Big Yellow, a NYNEX business product, is a searchable business yellow pages on the Web. Searchable by geographical area and type of business, the database currently has only 1500+ listings (businesses pay to advertise), but it's growing.

http://s15.bigyellow.com/

Four 11; the Internet's biggest white pages directory, includes 5+ million e-mail addresses.

http://www.four11.com/

800 Directory, where you can search for toll-free numbers galore.

http://www.tollfree.att.net/dir800/

PLEASE NOTE:

Due to construction, the Millville Free Public Library will be closed for circulation from June 10 through August 1, 1996.

NEW IN THE WORCESTER COLLECTION

by Joy Hennig, Reference Librarian

In the fall of 1961 a New Hampshire couple, Betty and Barney Hill, claimed to have been abducted by aliens who examined, questioned and later released them. Their experiences during and after the purported abduction are the subject of an article in the three-volume *UFO Encyclopedia* (Ref Q 001.94 C593U). In his introduction, the author of the set calls his works a "comprehensive survey" of UFO activity through the 1980s, and comprehensive it is. The entry on the Hills, for example, comprises 17 pages of text. The repercussions of the incident are discussed in detail and the arguments are duly noted and often quickly (too quickly in my opinion) dismissed. The article is accompanied by a 78 page bibliography including a wide spectrum of opinion on the case. Also included are many other accounts of sightings and abductions and information on the history of the phenomena, various explanations for it, and the figures and organizations prominent in the field of "Ufology". Each volume is devoted to a particular time period and arranged alphabetically by name or subject. The less knowledgeable user may find the many references to particular events hard to negotiate; perhaps a geographic index would have been helpful. All quibbling aside, however, this source should prove an irresistible draw to UFO aficionados, skeptics, and casual browsers alike. The cumulative bibliography is nothing short of awesome.

If monsters, rather than space aliens, are your patron's area of interest, the one-volume *Encyclopedia of Strange and Unexplained Physical Phenomena* (Ref 001.94 S93e) may be a useful or at least entertaining source. The volume includes articles on the Loch Ness Monster and Yeti as well as lesser known creatures such as the Dover Demon and Momo. Supernatural occurrences such as falls from the sky, blood-red rainfall, crop circles, and my own personal favorite, spontaneous human combustion are also featured. Entries are generally brief and are accompanied by black and white illustrations and short source lists. Some biographical information on these such as Charles Fort and Vincent Gaddis, who investigated and popularized the paranormal, is included as are brief entries for organizations engaged in research in this area. The tone of the articles is even-handed but many exhibit a healthy dash of scepticism. The article on the successful debunking of the mystery of the Bermuda Triangle is particularly interesting.

Although not as comprehensive as Macmillan's *Encyclopedia of Sleep and Dreaming* (Q 154.6 E56), the Dream Encyclopedia (Ref 154.63 L674p) provides information on the meaning and place of the dream in various cultures, psychological theory relating to dreams, broad motifs, and research on such questions as why we forget so much of what we dream and what it means to have an out-of-body experience or a visitation dream. Entries are brief and not terribly technical. many are illustrated, some with reproductions of gruesome and scary paintings by artists including Fuseli and Goya. The main body of the work is followed by a section on the interpretation of specific dream symbols, though the user is cautioned that the meaning of most dreams is dependent on context. A state-by-state directory of organizations involved in research on sleep and dreaming concludes the volume.

NEW IN THE REGIONAL COLLECTION

National Storytelling Directory and Guidebook , 1996, by the National Storytelling Association. RCO Ref j398 1996.

Family Talk About Drinking. including a free video on underage drinking and other materials, from Anheuser-Busch, Inc. Phone: 1-800-359-8255.

JOB OPENINGS

State Aid Specialist, Massachusetts Board of Library Commissioners. Qualifications: 3 years of full-time professional experience in a public library; MLS degree from an ALA accredited library school preferred. Duties: implements three state aid grant programs; interprets statutes and Board of Library Commissioners regulations; and provides technical advisory assistance to members of the public library community. Salary: $29,764 - $39,074. Closing Date: June 21, 1996. Send letter of application with resume and three professional references to: Barbara

Glazerman, Head of Operations and Budget, Massachusetts Board of Library Commissioners, 648 Beacon Street, Boston, MA 02215.

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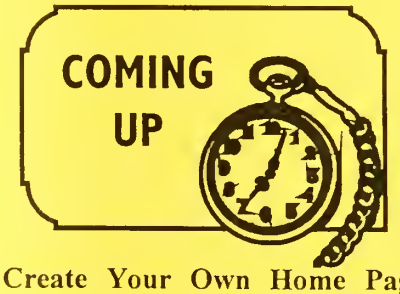
Library Assistant, Boxborough Library. Duties: Provides assistance to adults and students. Responsible for checking out books, processing new books and assisting patrons to find materials. Salary: $6.82-$8.70 hour. Schedule: 10-15 hours per week (flexible) but must include one or two evenings and alternate Saturdays during school year. High school graduate with familiarity with popular reading materials, ability to interact with the public, ability to organize and self-direct work responsibilities under moderate supervision.

Obtain an application at the front desk of the Sargent Library, Boxborough. For more information call Jane Soule, Librarian, at 263-4680 during library hours.
AA/EOE



Create Your Own Home Page, presented by NEMICRO, the computer users group of the New England Library Association. To be offered three times, each session will provide an overview of home page design and construction and hands-on practice in the morning, information on including graphics in the afternoon. Some familiarity with Web browsing and using a mouse in a Windows or Mac environment is a prerequisite. Members, $45/ non-members, $55. Lunch is provided. Registration is limited to 20 in each session. Dates and sites: 6/14 at Holyoke Community College, Holyoke, MA; 6/17 at URI, Kingston; 7/16 at USM, Portland, Maine. Register within ten days before desired session. For application, call the CMRLS office; for questions, call Susan Edmonds at 617-727-7456 or e-mail to :
sedmonds@world.std.com.

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Author **Suzanne Strempek Shea,** author of *Selling the Lite of Heaven,* is a guest speaker at the Bellingham Public Library, on June 18 at 1:00 p.m. The public is invited.

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Fall State Aid to Public Libraries Workshop, on October 1, at the Shrewsbury Public Library, 10 - noon.

TAKE NOTE:

CMRLS has purchased two new "People Counters" and another HP 700 "Loaner" Fax machine. If interested in borrowing either of these items, call Maureen in the Regional Administration Office.

LSCA GRANT AWARDS ANNOUNCED

Congratulations are in order for the following Central Regional libraries whose LSCA grant awards (with the usual caveats, pending funding) were approved at the Board of Library Commissioners' meeting on May 2, 1996:

Preservation Survey $900 Mini-Grant:*West Boylston;* Homework Center $6,000 Mini-Grants:*Athol, East Brookfield, Hopedale, Millbury, Paxton, Princeton, and Sutton;* Health Information $6,000 Mini-Grants: *Athol, Leominster, and Palmer.*
Additionally, there are two grant requests affecting the Central Region that have been recommended for funding under the state technology program. These are a proposal for a training center to be used jointly by CMRLS and the Worcester Public Library; and the telecommunications upgrade for C/W MARS.

FREEBIES

Acrylic Literature Holders 4 1/8"W x 1 3/4"D.

The Political Almanac, 1996 2 vols. The Legislature and The Executive

North America Business Planner, Winter 1995-96

Hotel & Travel Index, Winter 1995-96

1995 Official Hotel Guide 3 vols., including USA, Canada, Mexico, Caribbean, Latin America, Europe, Middle East, Africa, and Asia

If interested in being included in the lottery for these items, contact Maureen or Claudia in the Regional Administration Office.

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Mary Frances Best in Milford has a 1994 Martindale-Hubbell Law Directory to give away. If interested call her at 473-2145.

UPCOMING CRUMBS DEADLINES

May 15, 30, June 12. Crumbs is published bi-weekly except for the summer months of June, July and August, when it is monthly. Contributions of ideas and articles are welcome.